



FPOV

FUTURE POINT OF VIEW

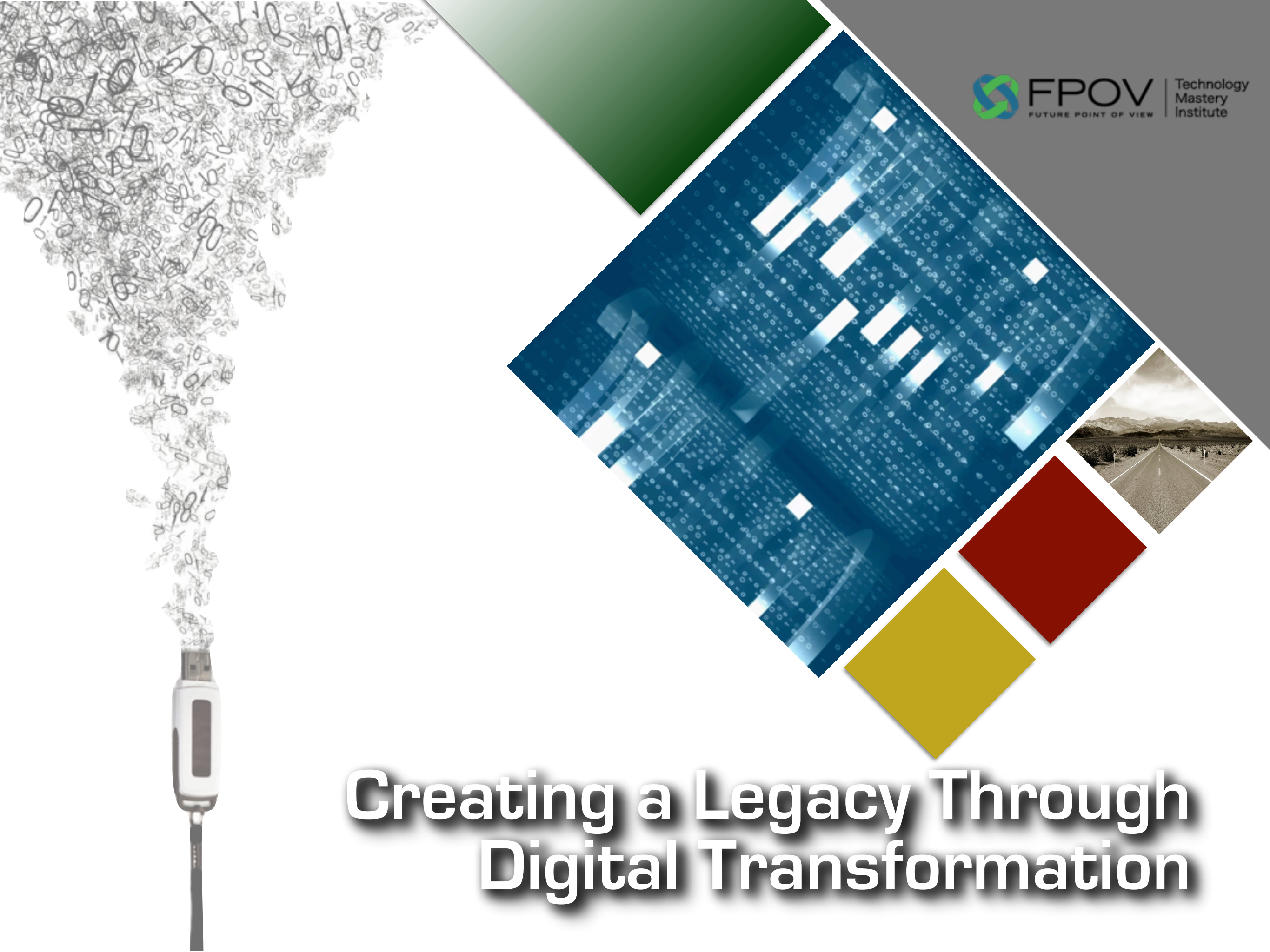
We are a technology strategy firm, specializing in helping organizations use technology mastery to build an environment in which they prosper at levels ahead of their competition

Office Address:

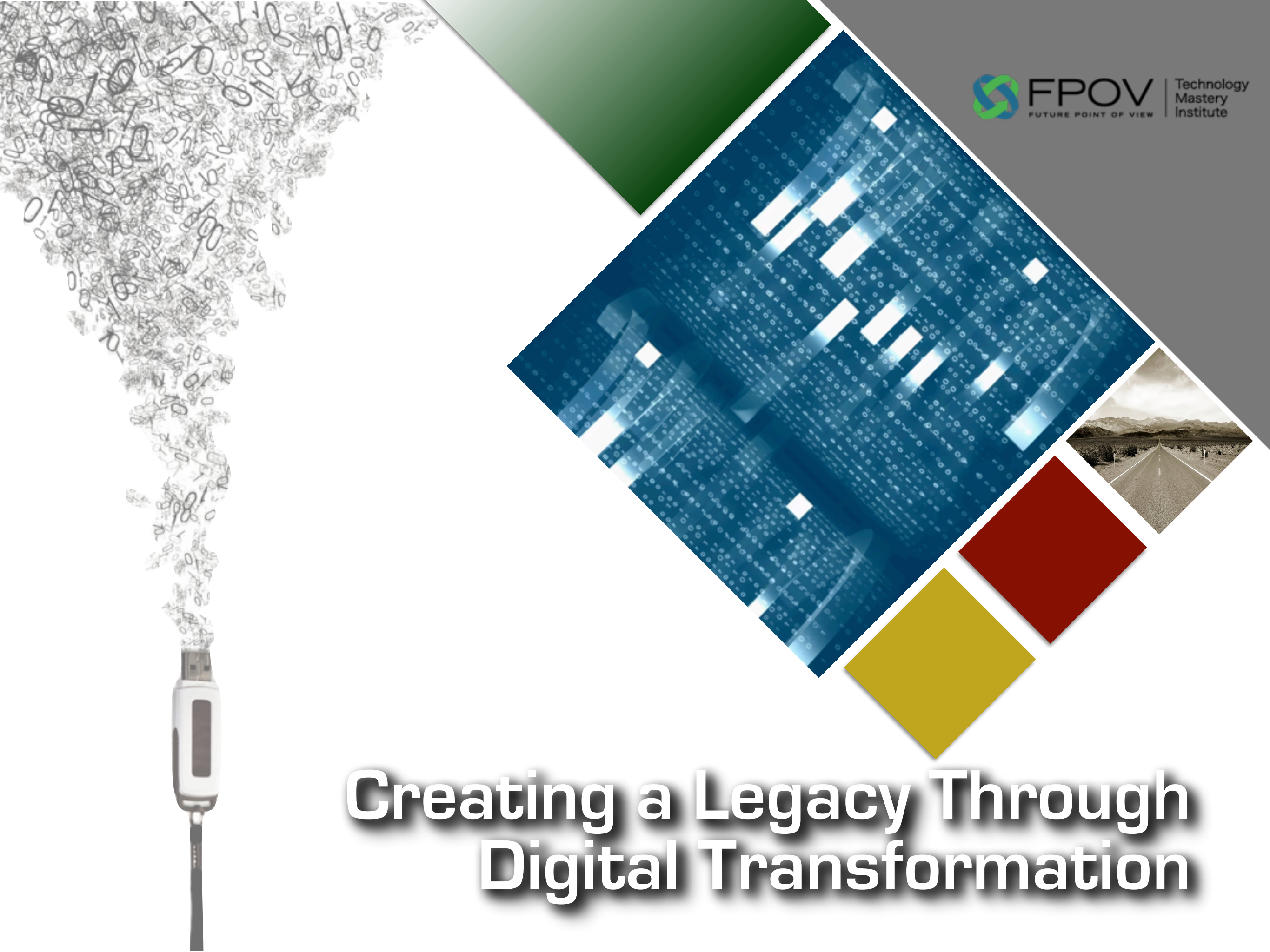
3540 S Boulevard
Suite 100
Edmond, OK 73013

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WWW.FPOV.com



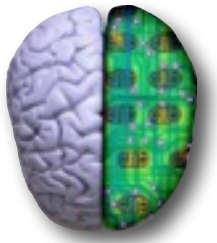


Creating a Legacy Through Digital Transformation



Creating a Legacy Through Digital Transformation

A Historical Transformation



A Historical Transformation



A Historical Transformation



Information Explosion



A Historical Transformation



Information Explosion
Interconnected



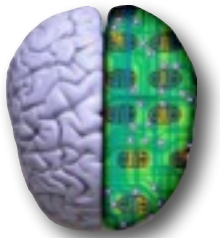
A Historical Transformation



Information Explosion
Interconnected
Digital Relationships



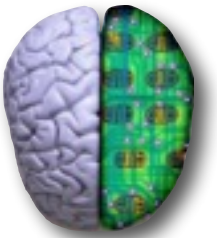
A Historical Transformation



Information Explosion
Interconnected
Digital Relationships
Automation Unleashed



A Historical Transformation



Information Explosion

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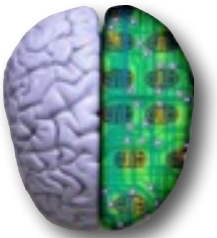
Digital Relationships

Automation Unleashed

Mobile Immersion



A Historical Transformation



Information Explosion

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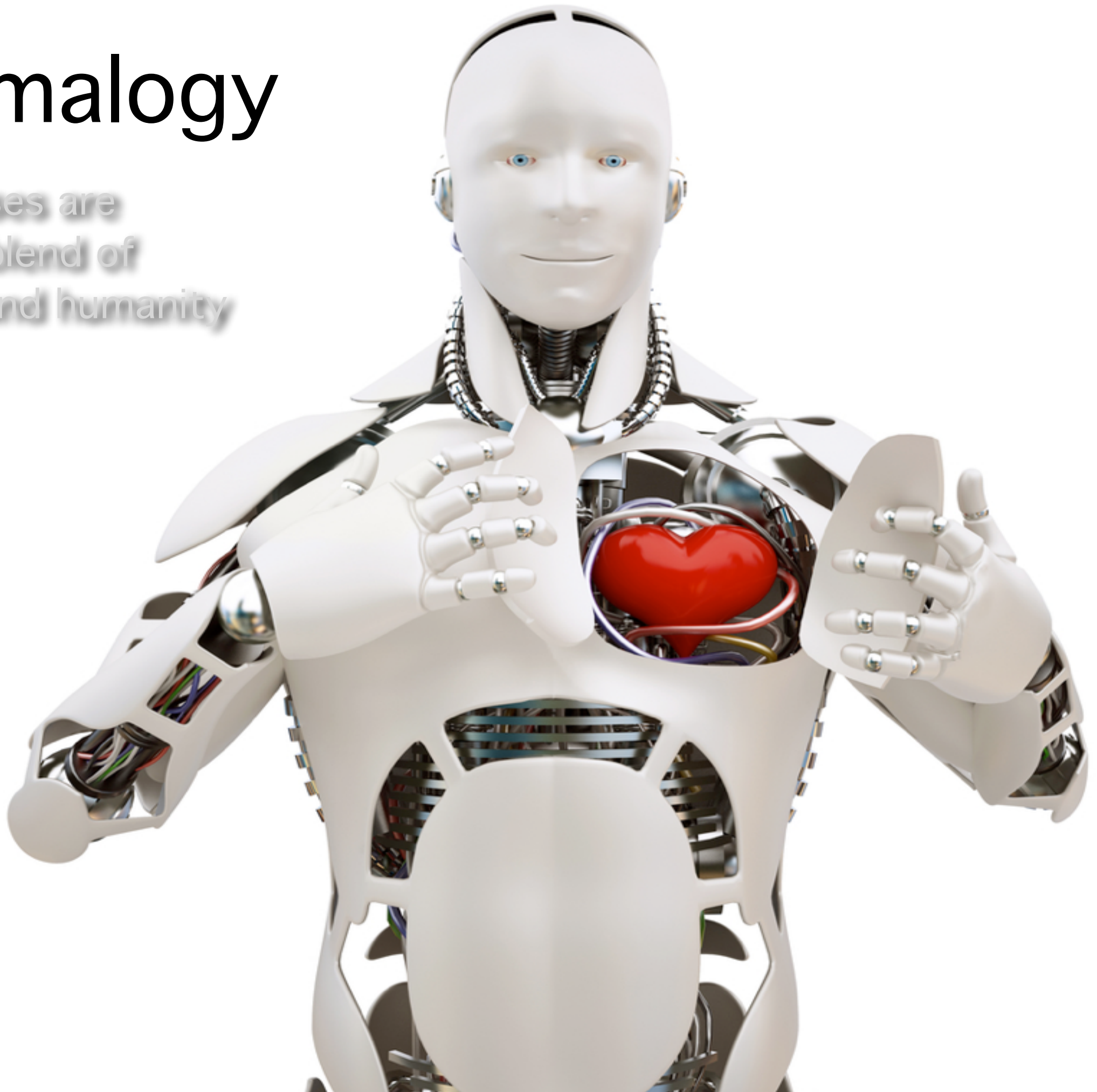
Mobile Immersion

Humalogy



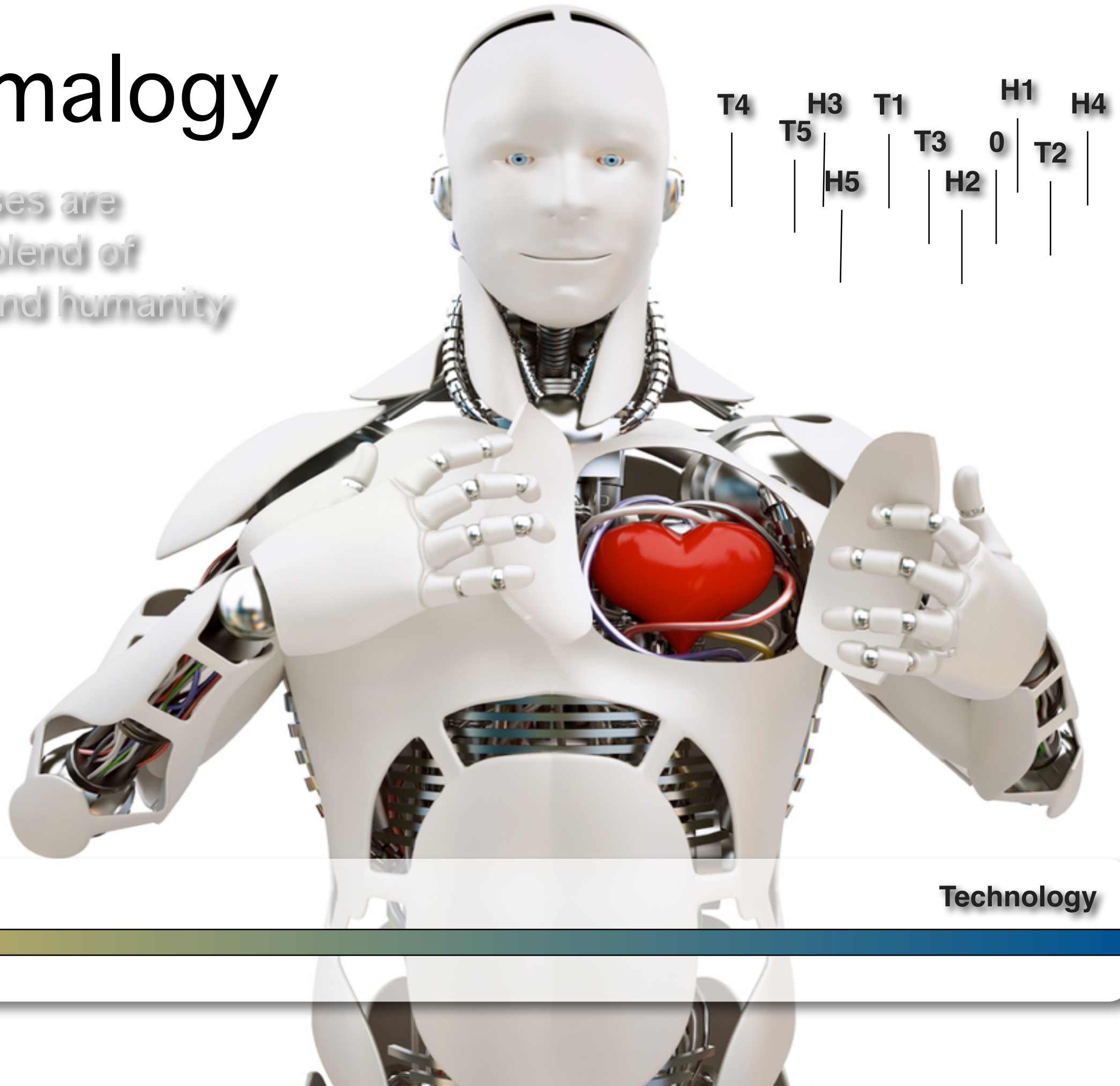
H⁺ Humalogy

Most processes are
becoming a blend of
technology and humanity



H⁺ Humalogy

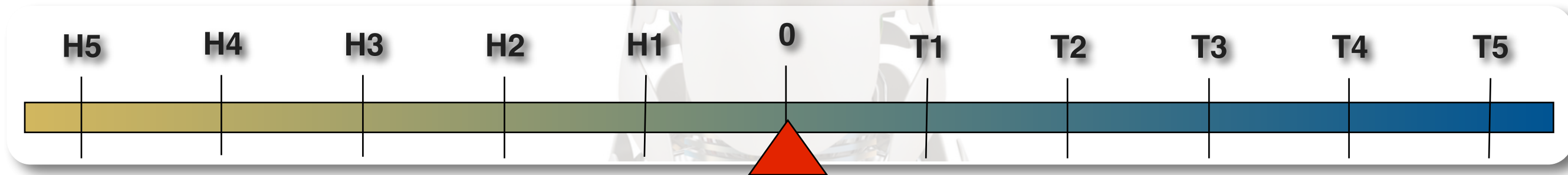
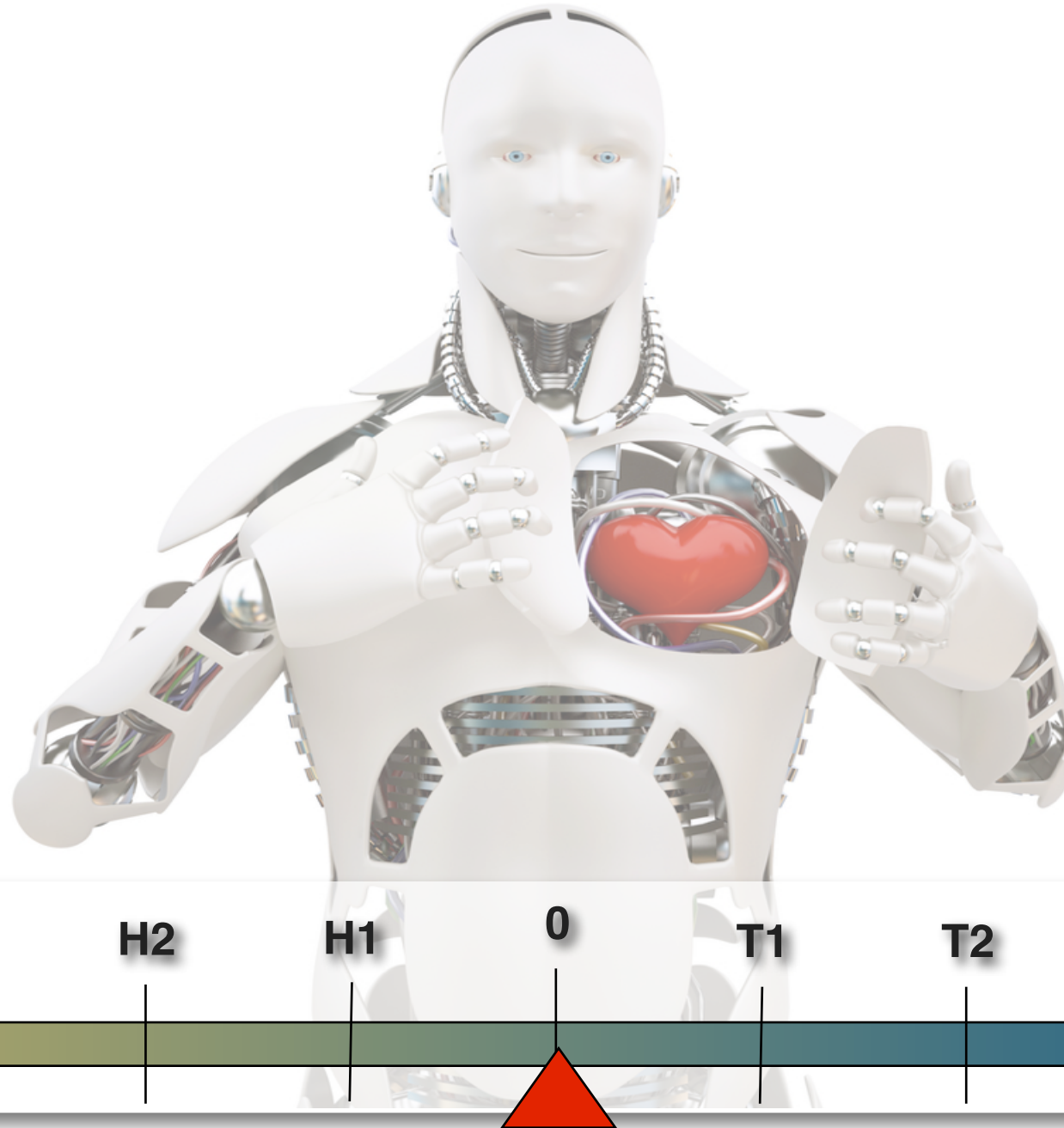
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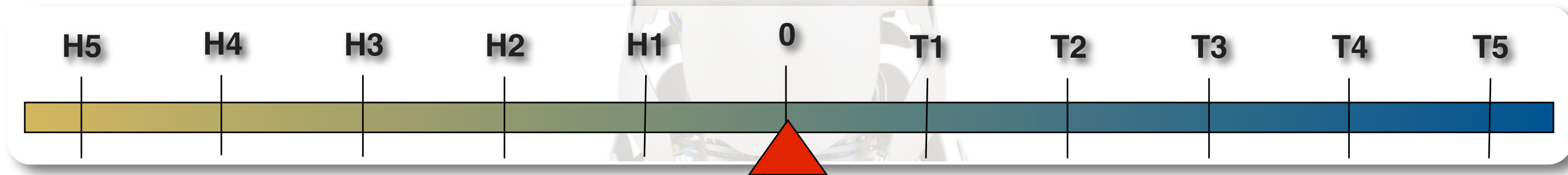
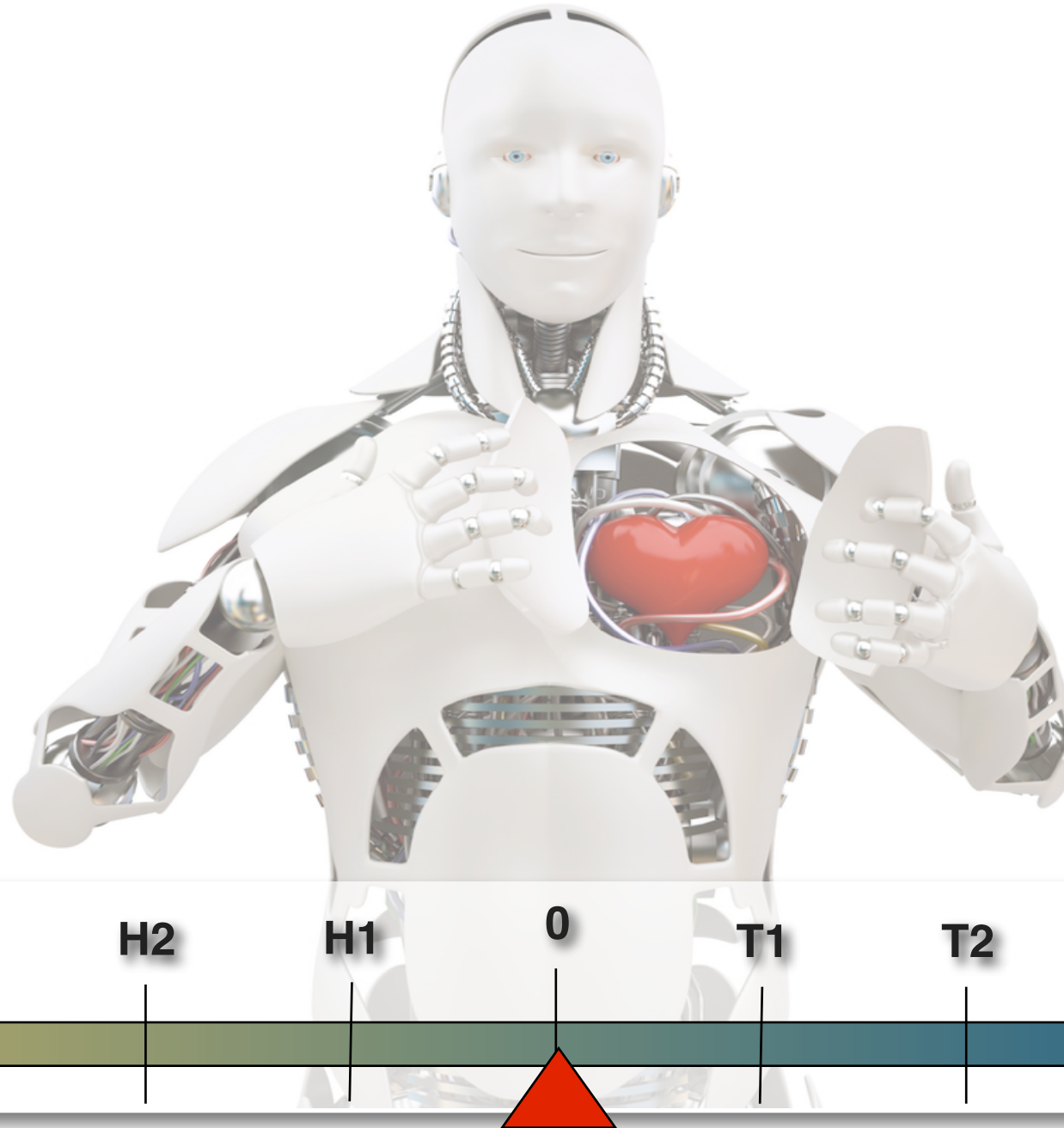
Humans

Technology

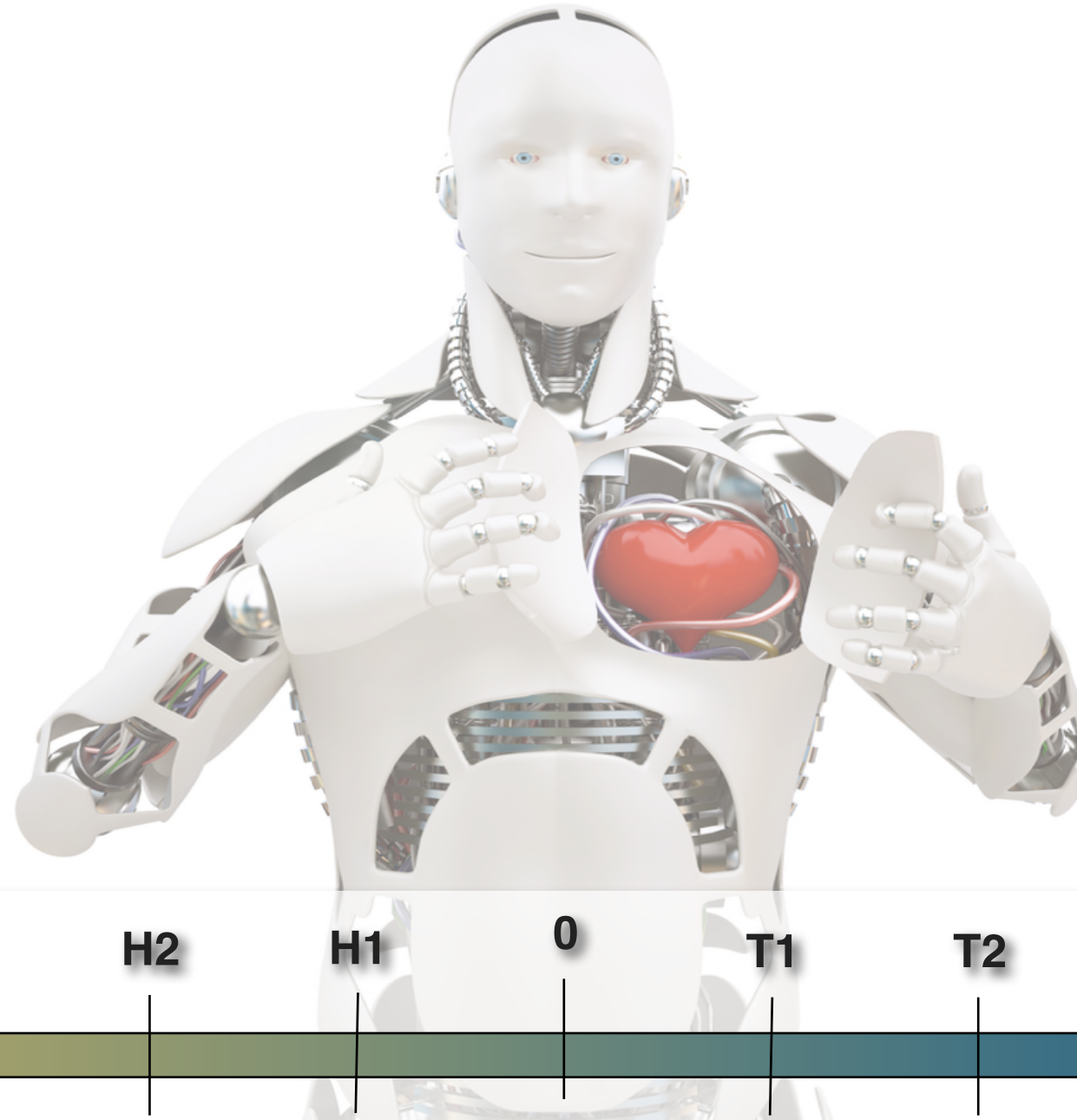
H⁺ Humalogy Scale



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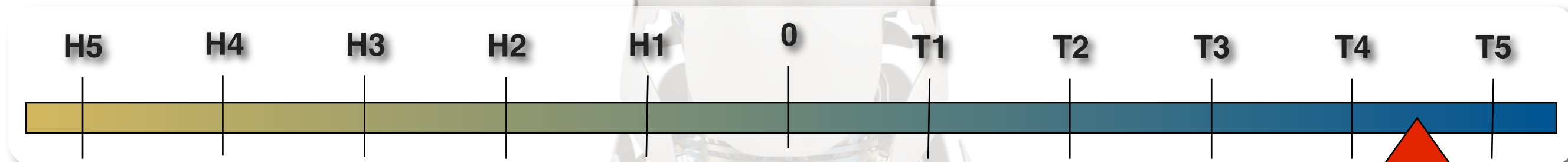


H⁺ Humalogy Scale



Scalable
Dependable
Predictable
Smaller investment
Fast processing
You own it

No discretion
Zero EQ
Resource dependent



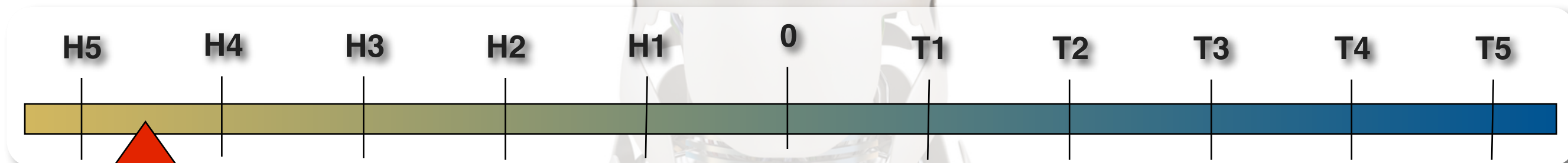
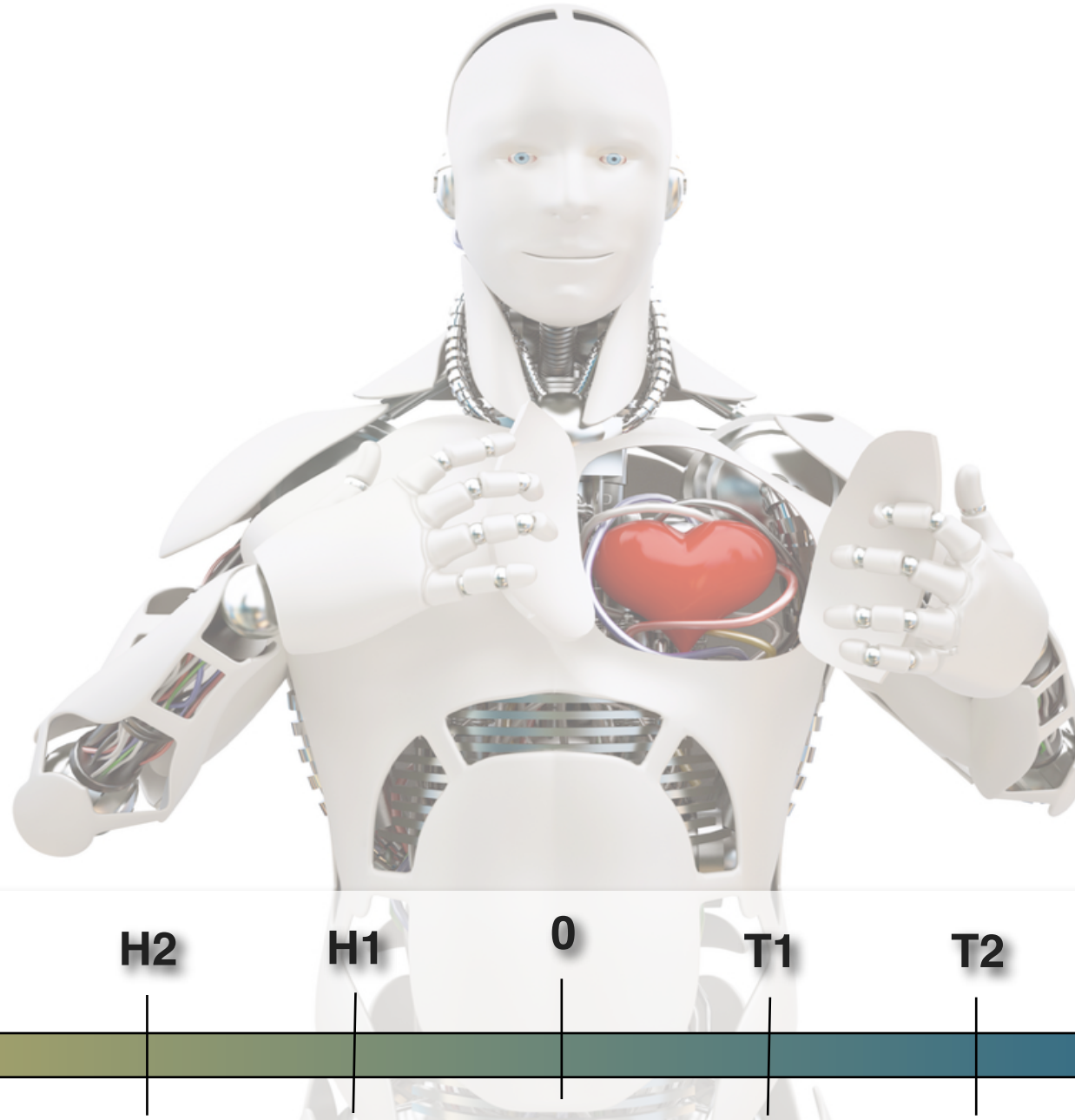
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Creative
Sense emotion
Empathy
Trustbuilding
Random data
Ambulatory

Expensive
Unpredictable
Not Scalable

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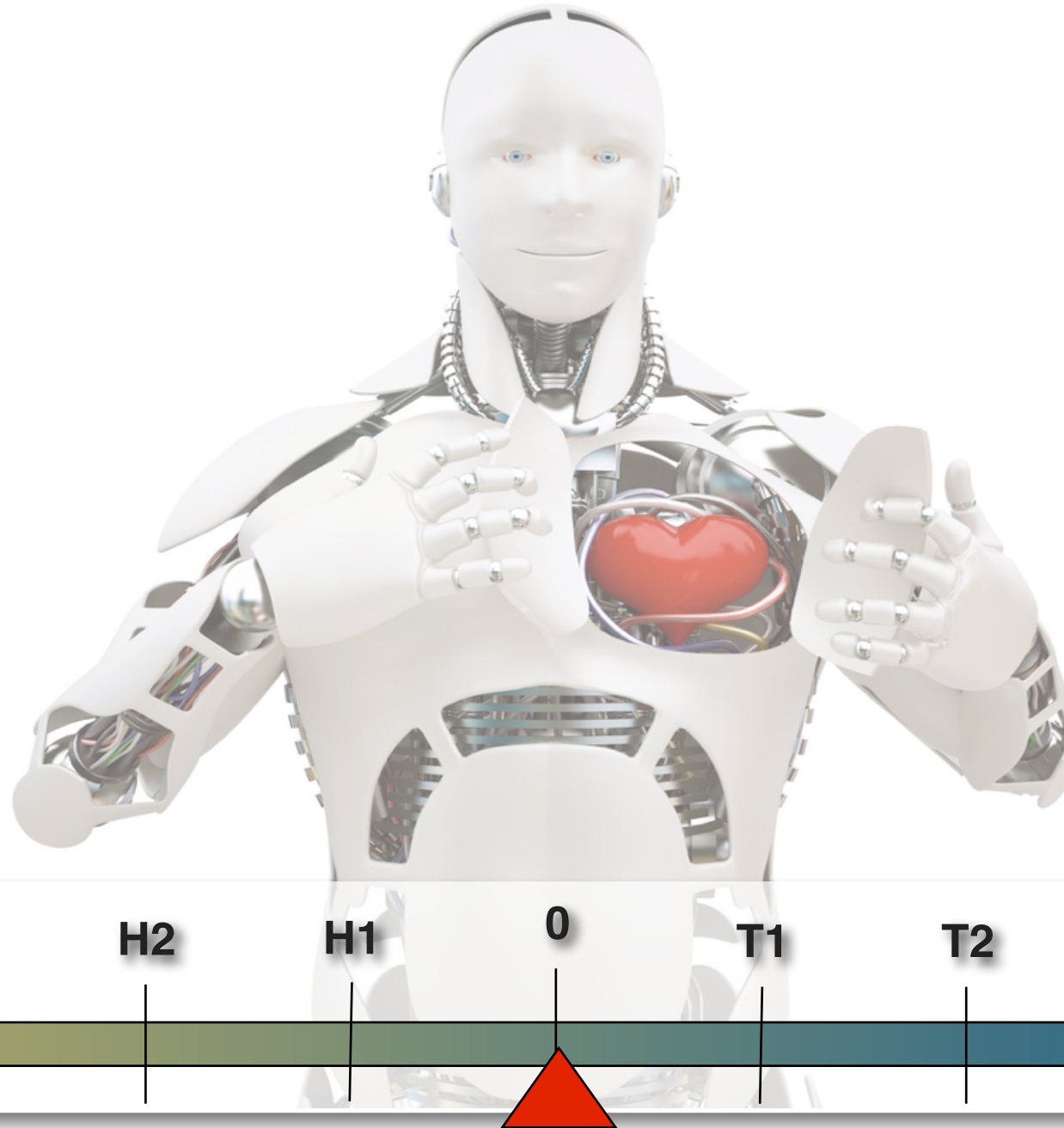
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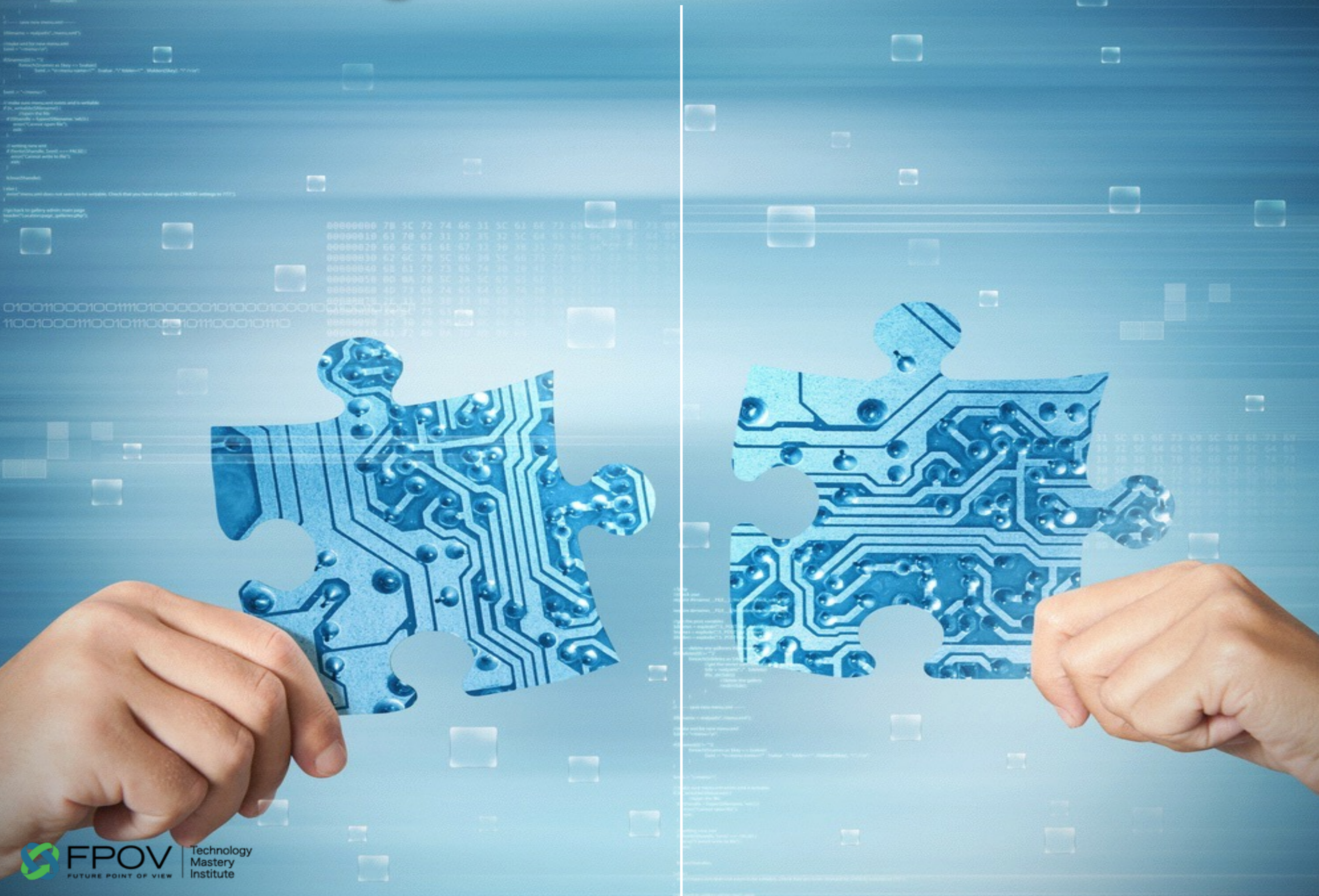
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Equally
Balanced



Digital Transformation



Digital Transformation

Systems of Record

- **Hardware & Devices**
- **Cloud Computing**
- **Big Data**
- **Core Software Platforms**
- **Data Harvesting**
- **Business Rules**
- **DSS** (decision support systems)
- **Digital Transactions**
- **Security**
- **Back Up & DR**
- **Uptime & Performance**



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Systems of Engagement

- **Websites**
- **Social Technologies**
- **1to1 Communication**
- **Citizen Data Gathering**
- **Self Serve Capabilities**
- **Content Distribution**
- **Inbound Routing**
- **Nurture Marketing**
- **Mobile Apps**
- **ORM** (online reputation mgmt)
- **Location Engagement**

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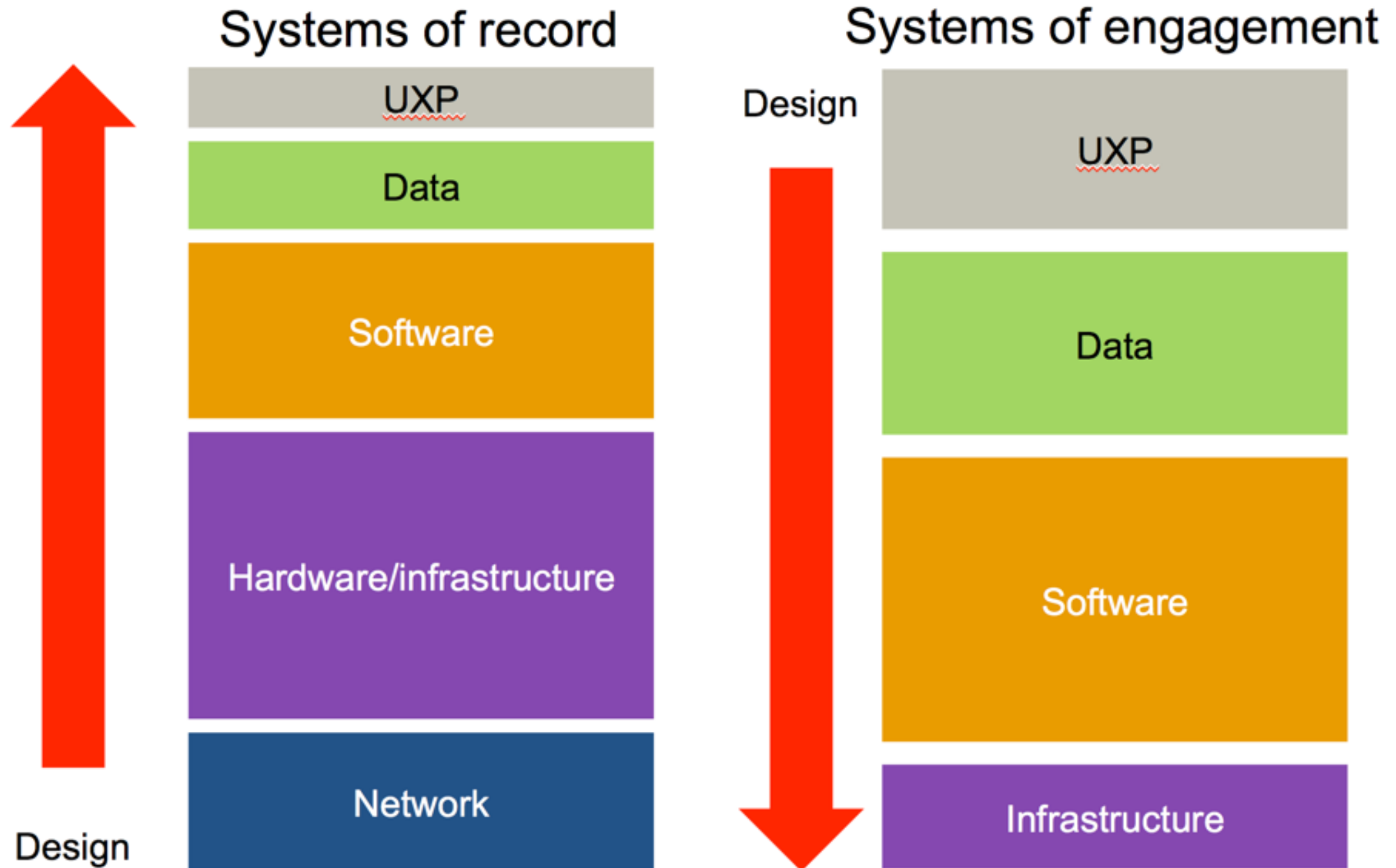
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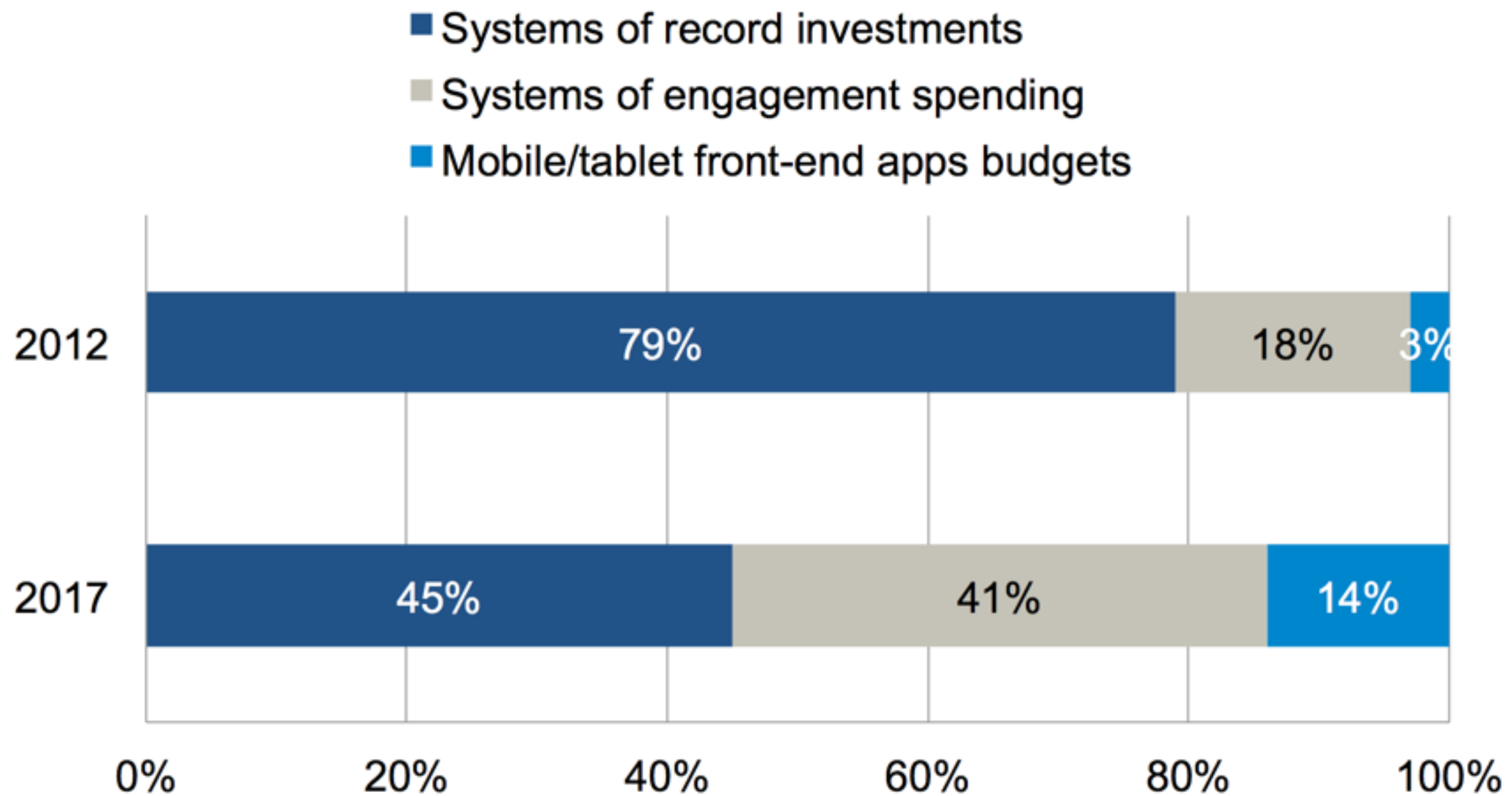
Systems of Engagement

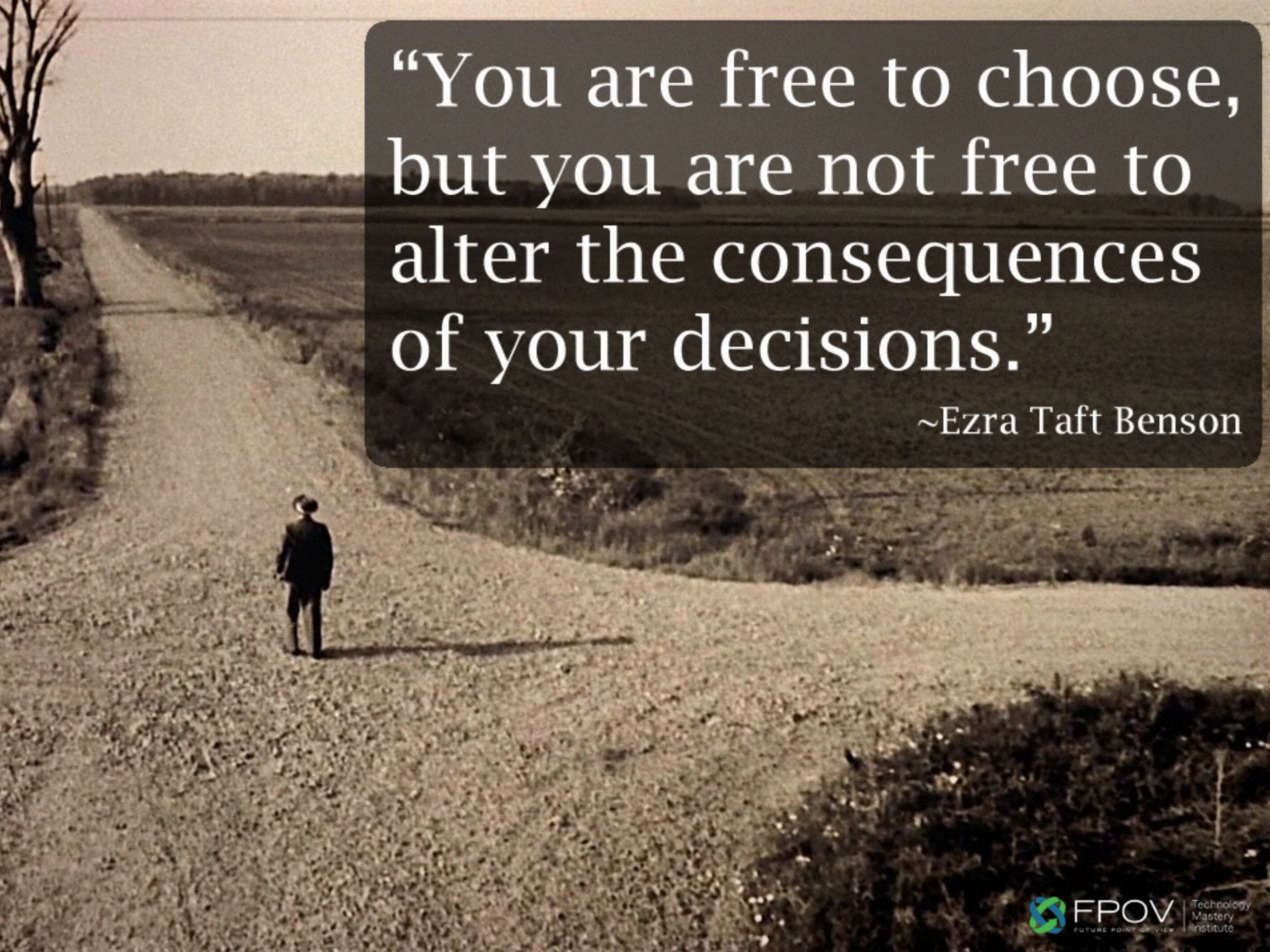
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Changing focus and value of the technology stack




Changing face of IT spending (Forrester estimates)





“You are free to choose,
but you are not free to
alter the consequences
of your decisions.”

~Ezra Taft Benson



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A powerful leader today, must be
able to innovate by combining:

People
Processes &
Technology



LOW BEAM LEADERSHIP

12 MONTH VIEW

- Focused on Monthly Results
- Execution Focused
- Ignorance of Trends
- Avoid Change
- No Future Investments

HIGH BEAM LEADERSHIP

5 TO 10 YEAR VIEW

High VQ (Vision Intelligence)

Trend Analysis

Willing to Experiment

Predictive Analysis

RISK
DANGER
OPPORTUNITY

HIGH BEAM LEADERSHIP

5 TO 10 YEAR VIEW



Technology & Connection



Technology & Connection



Connected Organizations

Web 1.0

Technology & Connection



Connected People

Web 2.0



Connected Organizations

Web 1.0

Technology & Connection



Connected Devices

Web 3.0



Connected People

Web 2.0



Connected Organizations

Web 1.0

Technology & Connection

**Connected Information
Platforms**

Web 4.0

Connected Devices

Web 3.0

Connected People

Web 2.0

Connected Organizations

Web 1.0

Technology & Connection

**Connected People and
Technology - Humalogy**

Web 5.0

**Connected Information
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Websites to deliver information

Web 1.0

Technology & Connection

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Connected Devices

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**Instant communications with
citizens**

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Websites to deliver information

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**Connected Information
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Web 4.0

**Wearable data, sensor data,
operational efficiencies**

Web 3.0

**Instant communications with
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Web 2.0

Websites to deliver information

Web 1.0

Technology & Connection

**Connected People and
Technology - Humalogy**

**Real time citizen data, risk
mgmt, performance monitoring**

**Wearable data, sensor data,
operational efficiencies**

**Instant communications with
citizens**

Websites to deliver information

Web 5.0

Web 4.0

Web 3.0

Web 2.0

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Technology & Connection

**Massive productivity gains
Crowd dynamics, Work 3.0**

Web 5.0

**Real time citizen data, risk
mgmt, performance monitoring**

Web 4.0

**Wearable data, sensor data,
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Web 3.0

**Instant communications with
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Websites to deliver information

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High Beam - Government Services

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**Citizens interacting digitally to
receive most services**

High Beam - Government Services

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Mobility retools citizen relationships & operations

High Beam - Government Services

Citizens interacting digitally to receive most services

Mobility retools citizen relationships & operations

Data Intelligence flows frictionlessly across government

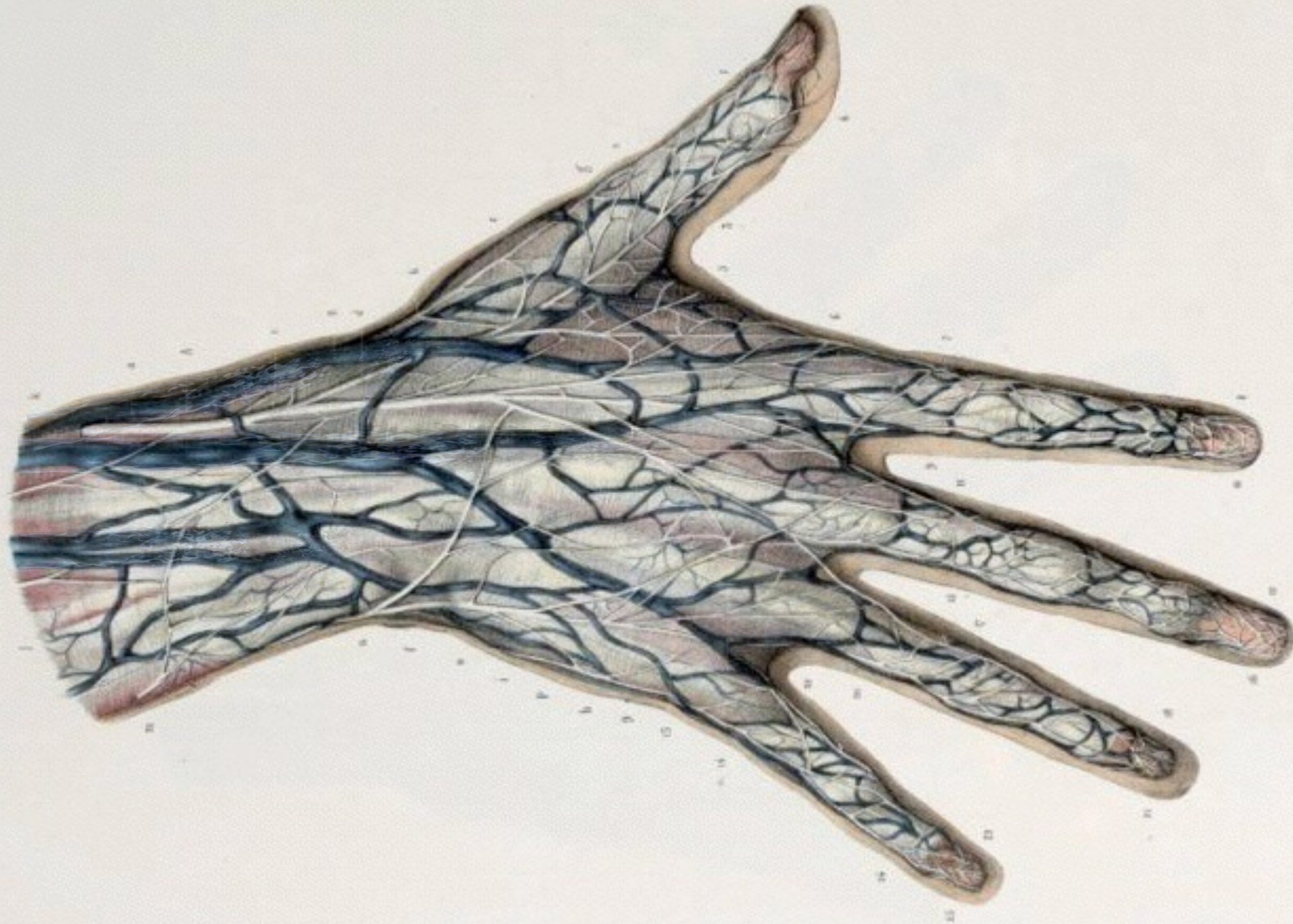
High Beam - Government Services

Citizens interacting digitally to receive most services

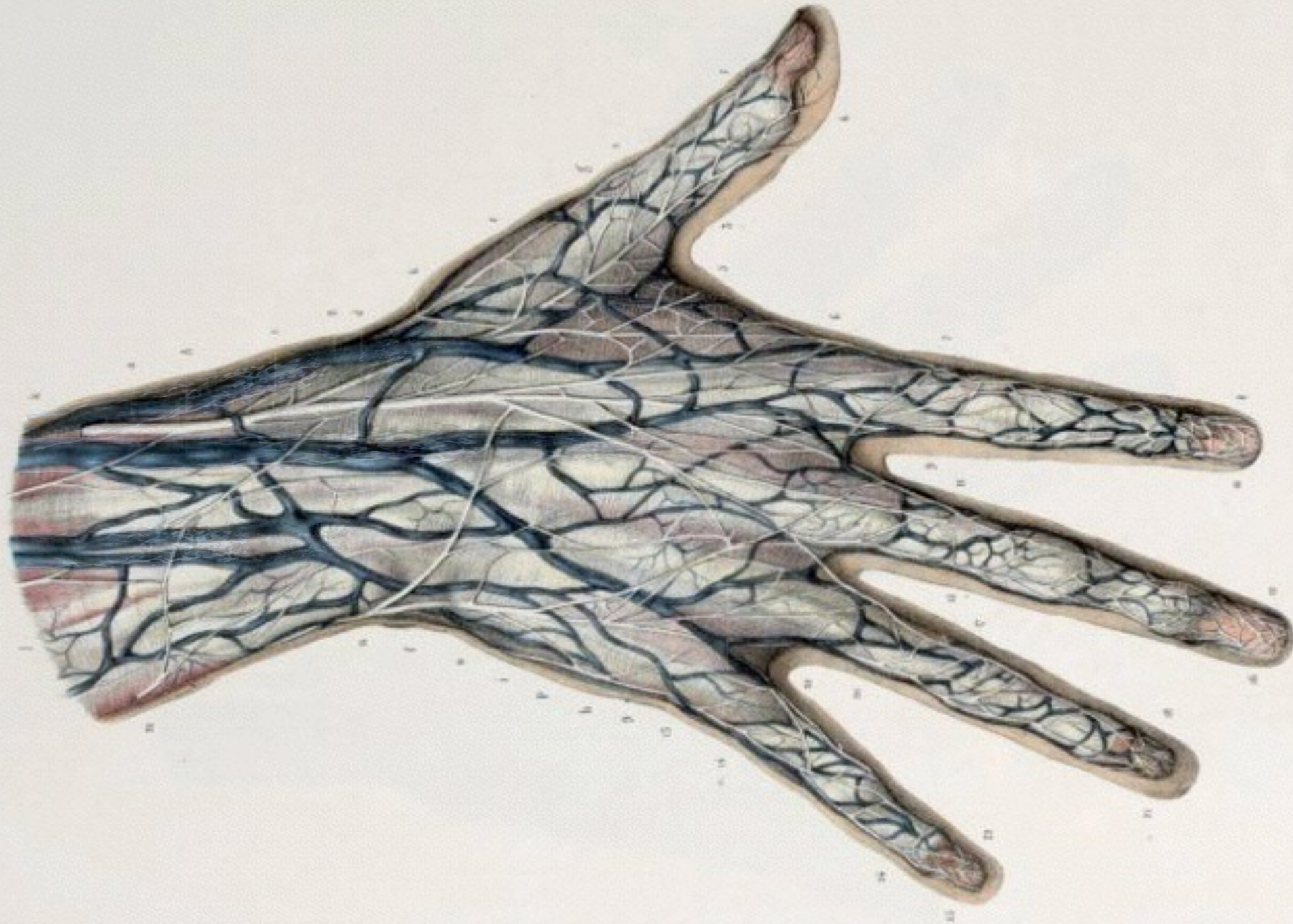
Mobility retools citizen relationships & operations

Data Intelligence flows frictionlessly across government

Automation will completely reconfigure the workforce



Data is like blood moving through the veins of an entity - when it stops bad things happen!



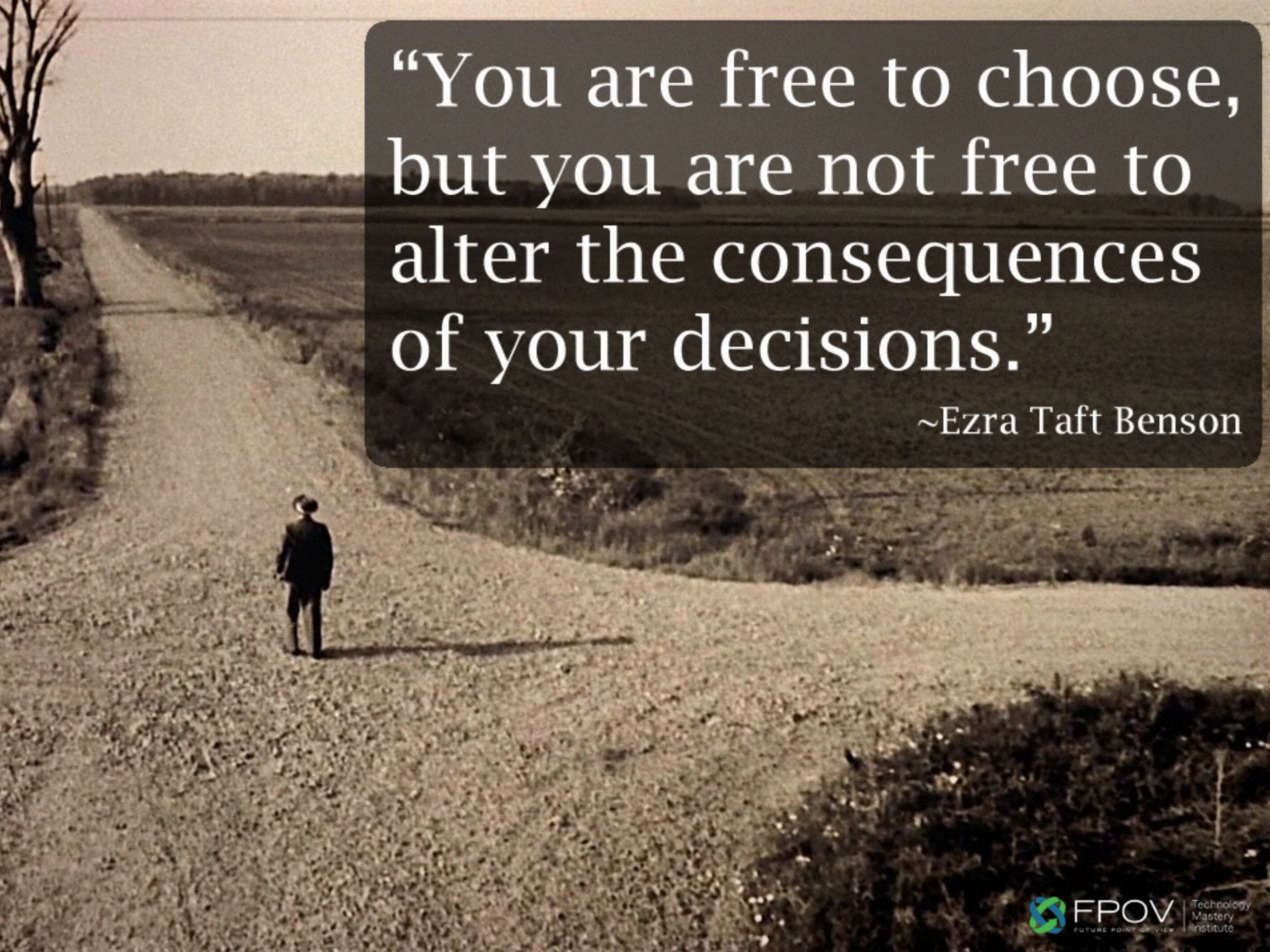
Data is like blood moving through the veins of an entity - when it stops bad things happen!

Visibility and the Truth

There is an Absolute Truth

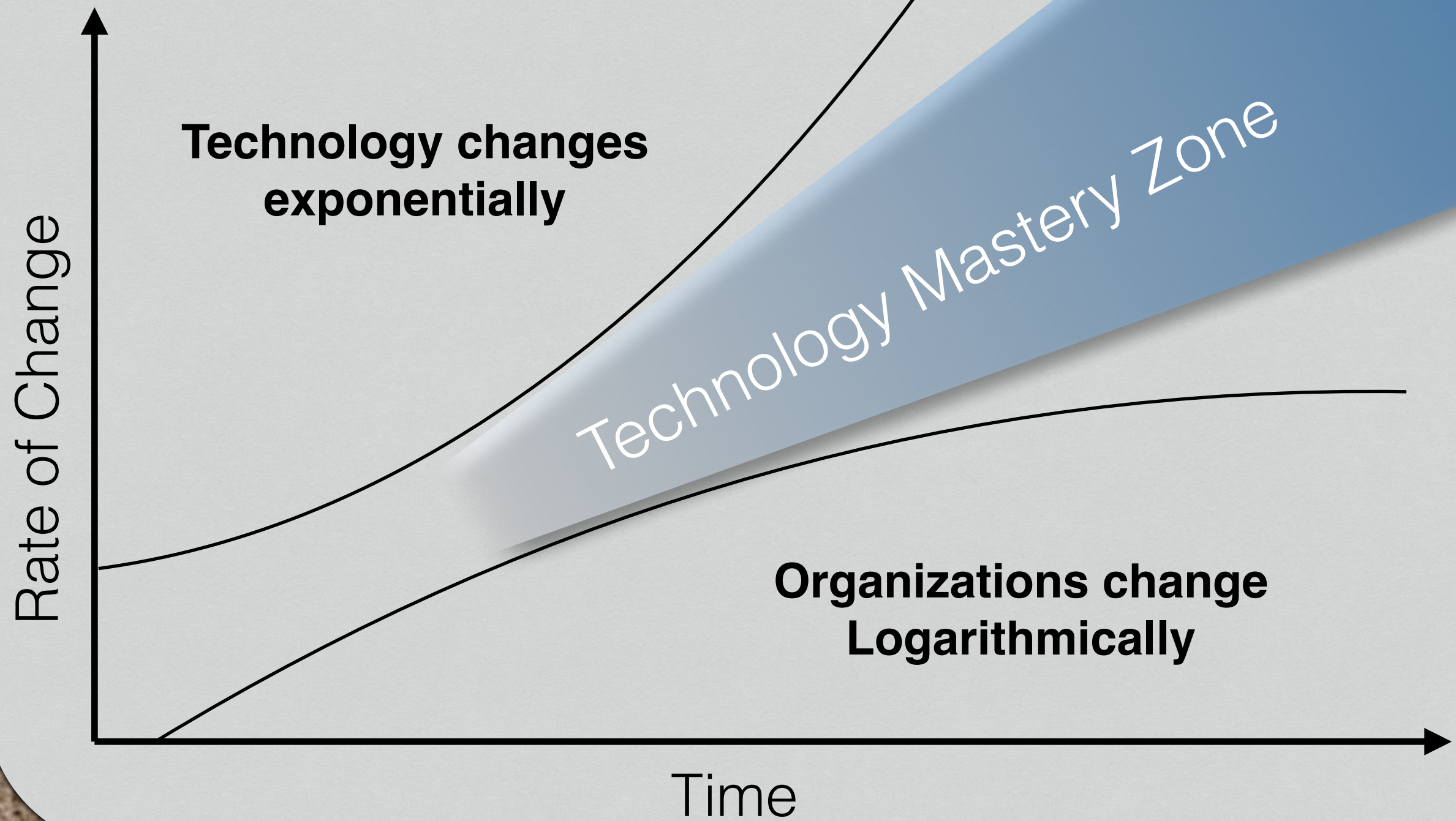
It is scary to think about how far short we fall from knowing the Truth with a capital "T". To the extent we can know it now, and see it in the future, we will make good decisions

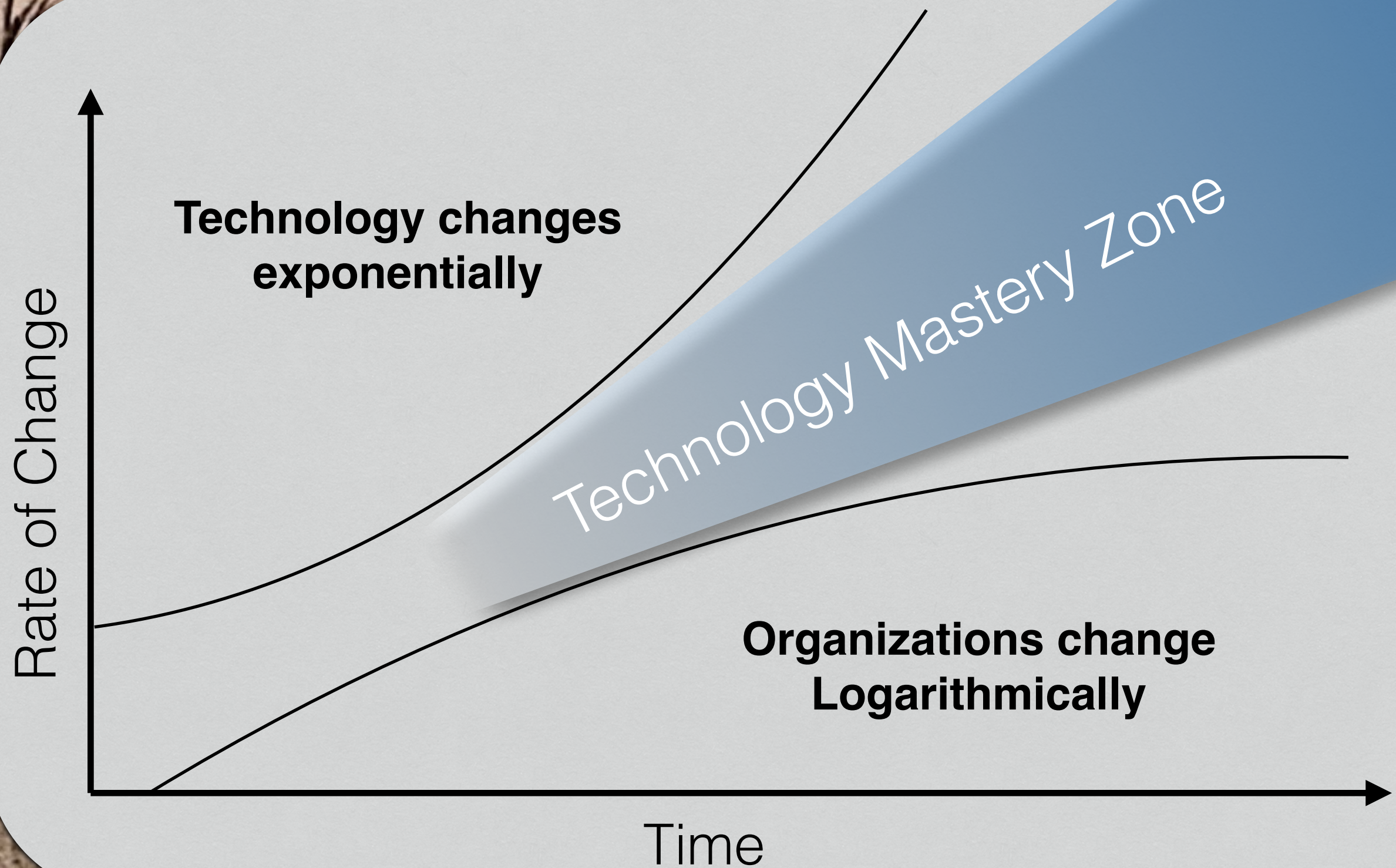




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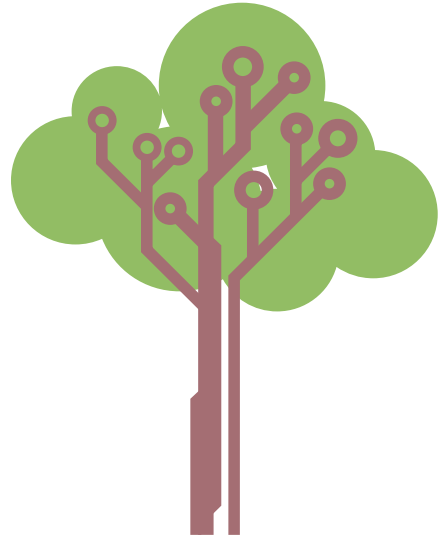
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88% of executives and digital strategists reported that their organization was undergoing a formal digital transformation (Altimeter)

TECHNOLOGY MASTERY CONTINUUM

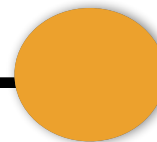


TECHNOLOGY MASTERY
MODEL ELEMENTS



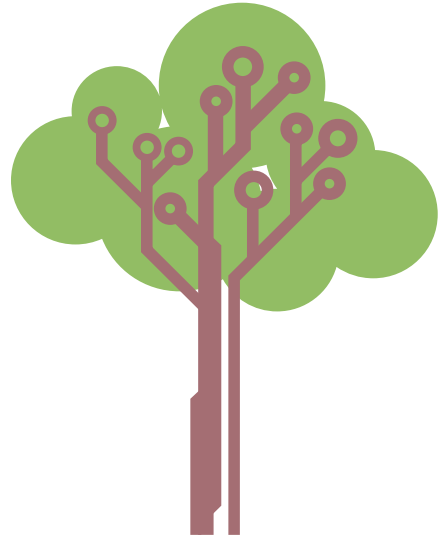
Any Department

Fertile



Toxic

TECHNOLOGY MASTERY CONTINUUM



TECHNOLOGY MASTERY MODEL ELEMENTS



Any Department

Fertile

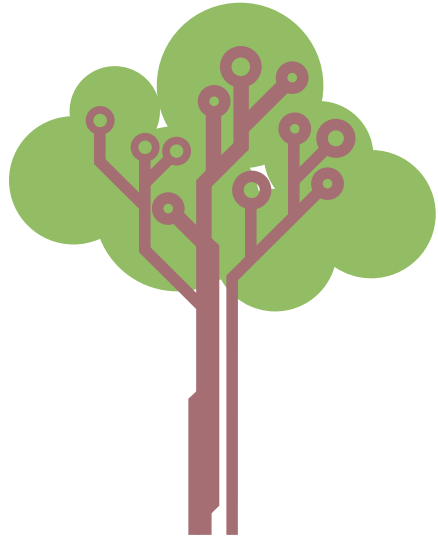


Toxic

Overly conservative
Lack of innovation
Slow to accept change
Tech is a necessary evil
Poor accountability
Average IT people
Lack of IT process
Weak IT leadership
Business & IT dysfunction

TECHNOLOGY MASTERY CONTINUUM

TECHNOLOGY MASTERY
MODEL ELEMENTS



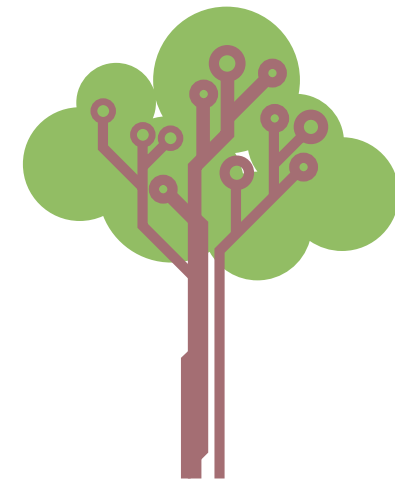
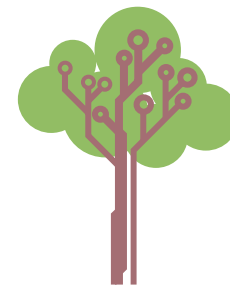
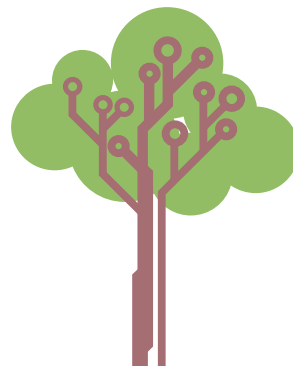
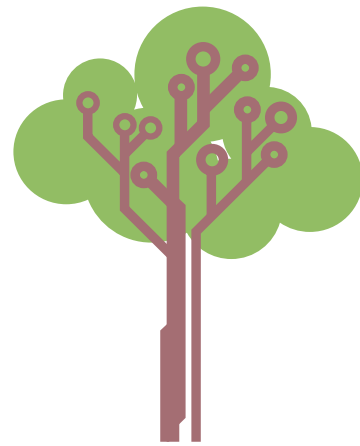
Any Department

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Toxic

Innovative tech usage
Well governed
Visionary leadership
An adaptive culture
Talented tech team
Disciplined project mgmt.
Competitive awareness



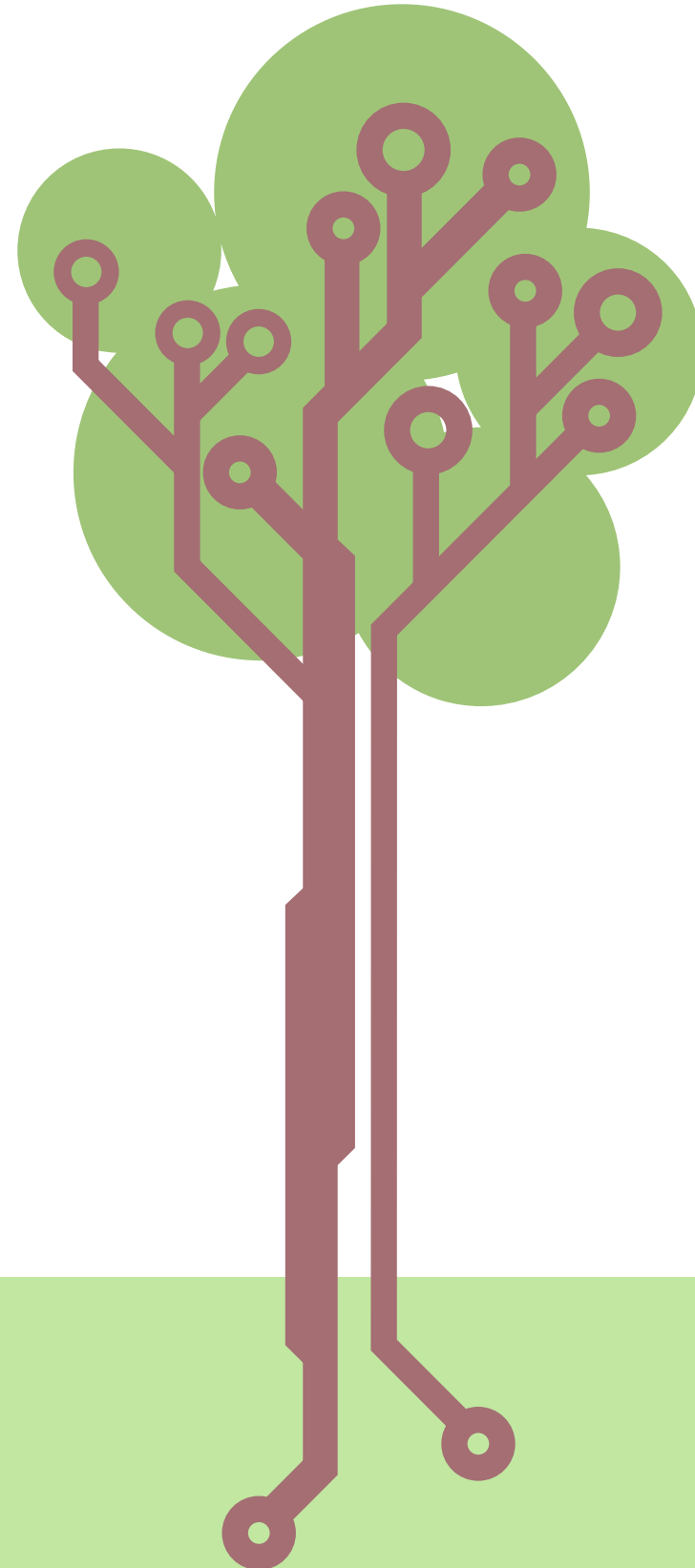


TECHNOLOGY MASTERY CREATES AN
ENVIRONMENT WHERE TECHNOLOGY
FLOURISHES

...PROGRESS ALWAYS FOLLOWS

TECHNOLOGY MASTERY MODEL

TECHNOLOGY MASTERY
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TECHNOLOGY MASTERY MODEL

TECHNOLOGY MASTERY MODEL ELEMENTS



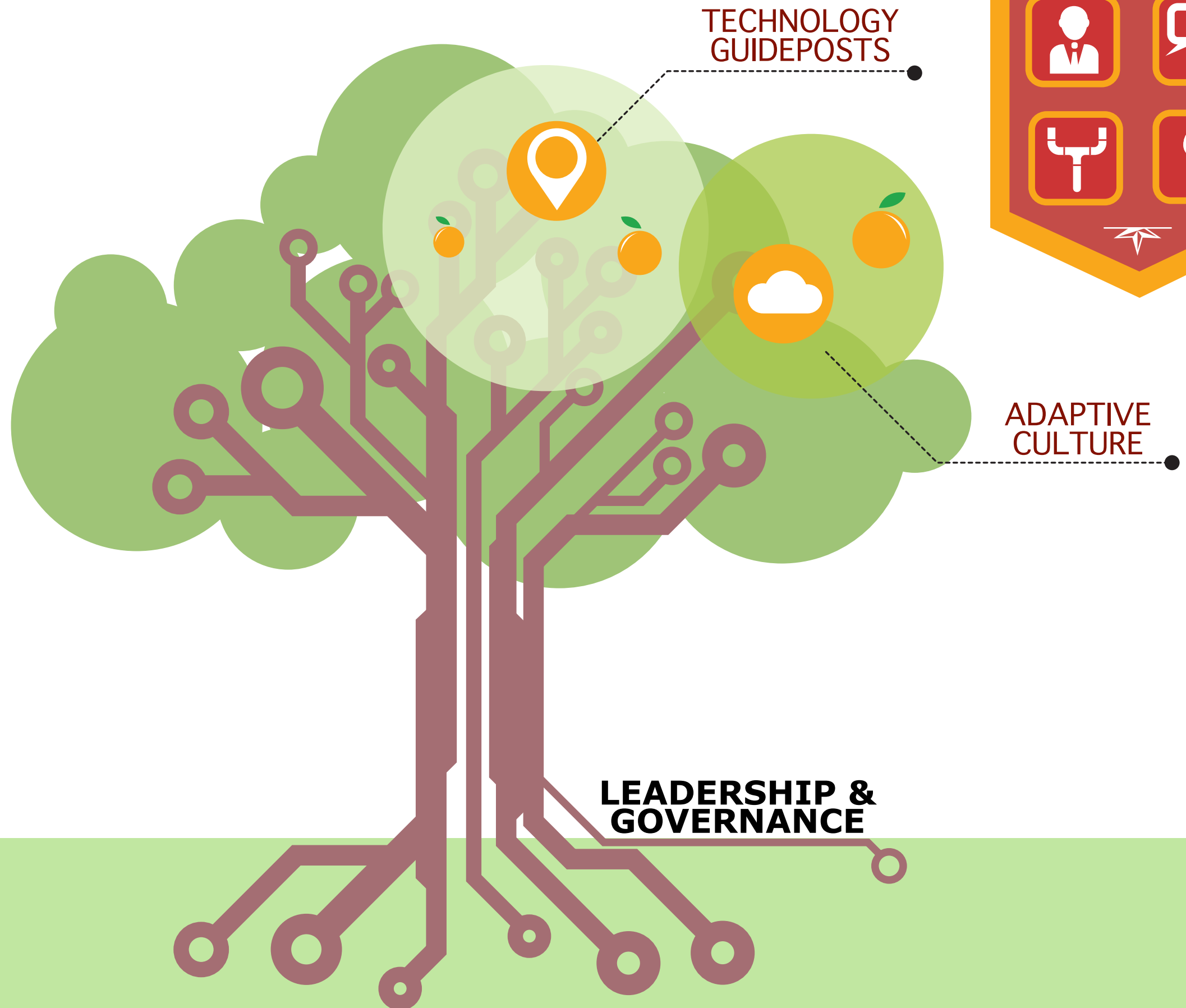
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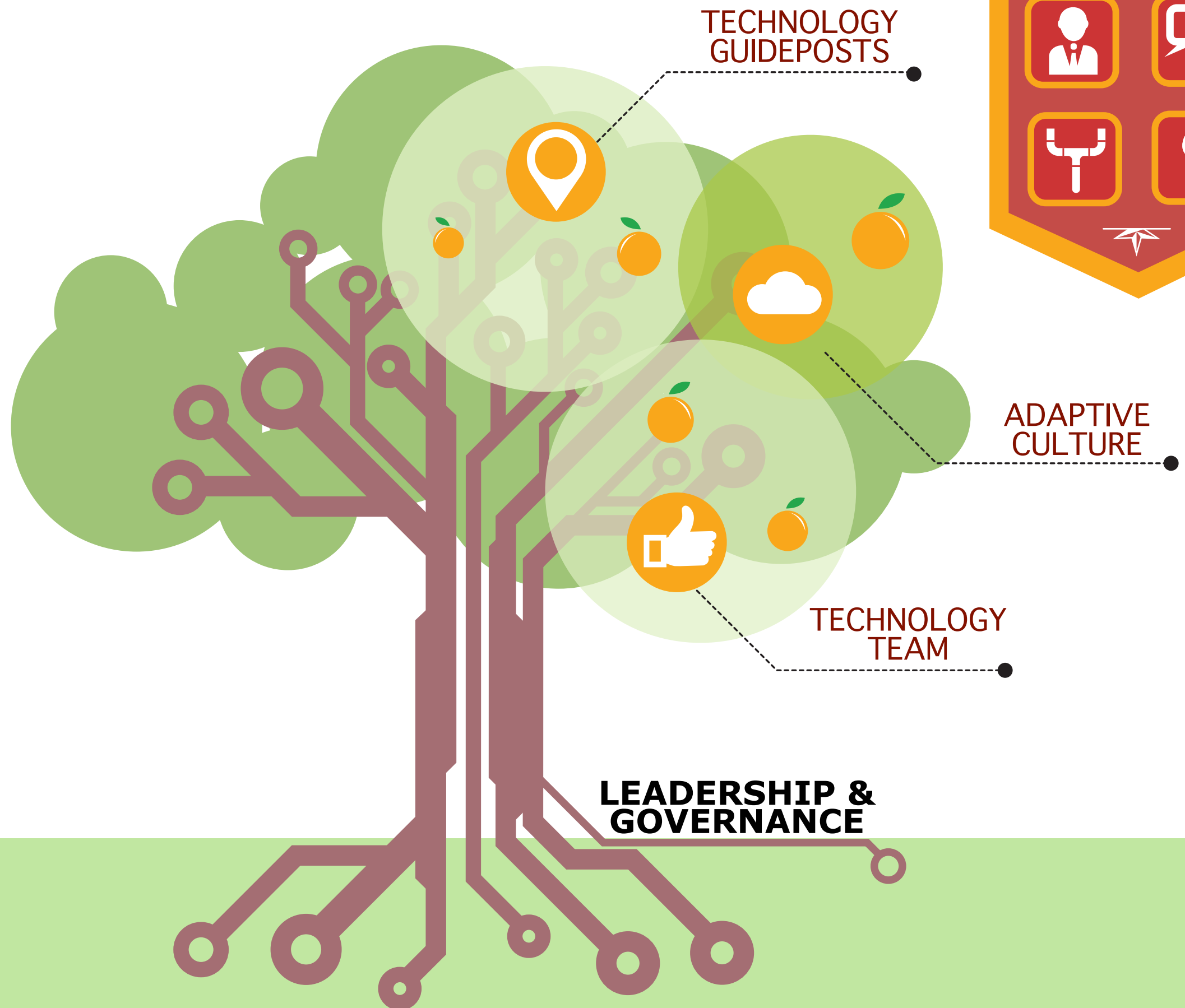
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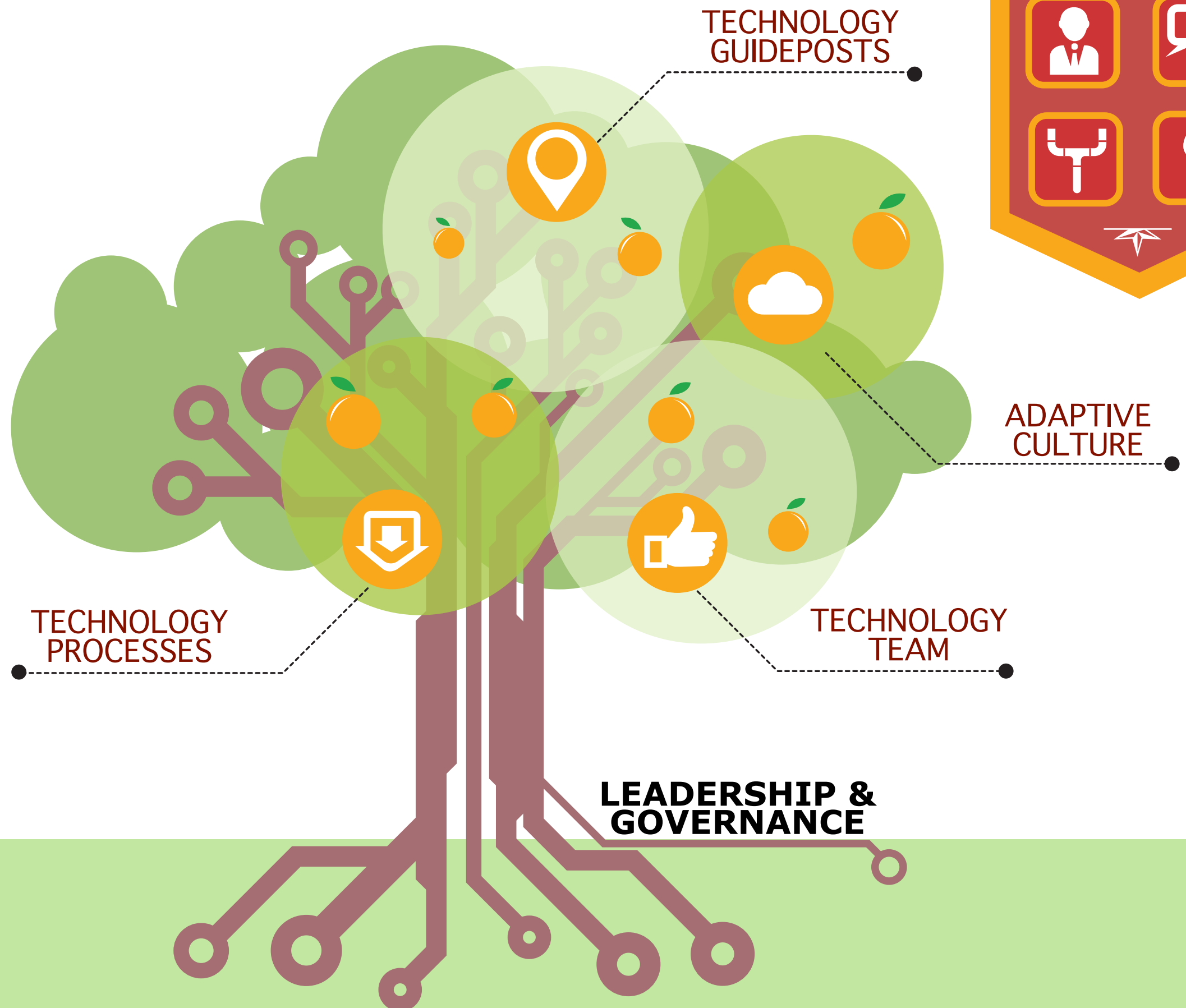
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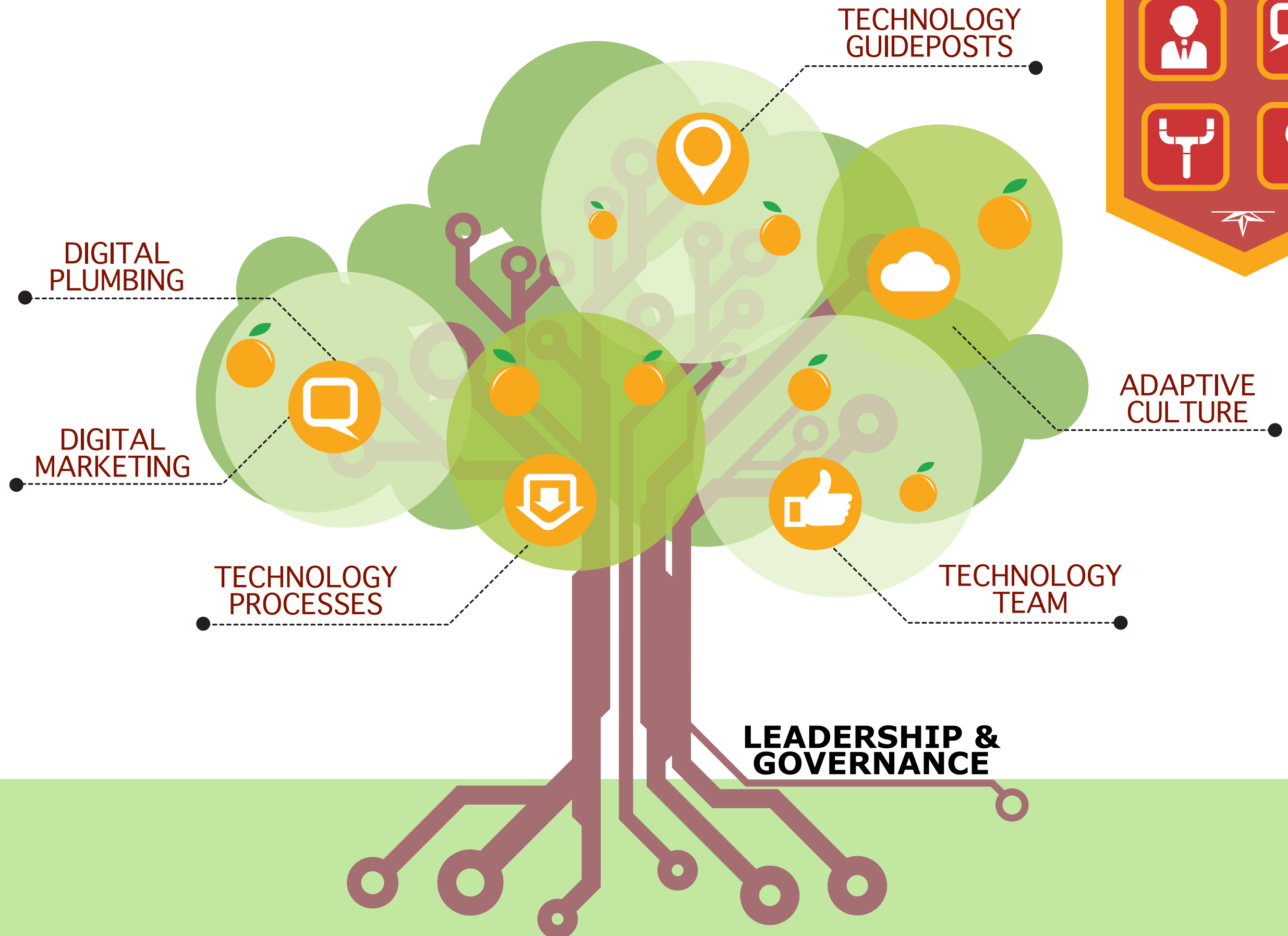


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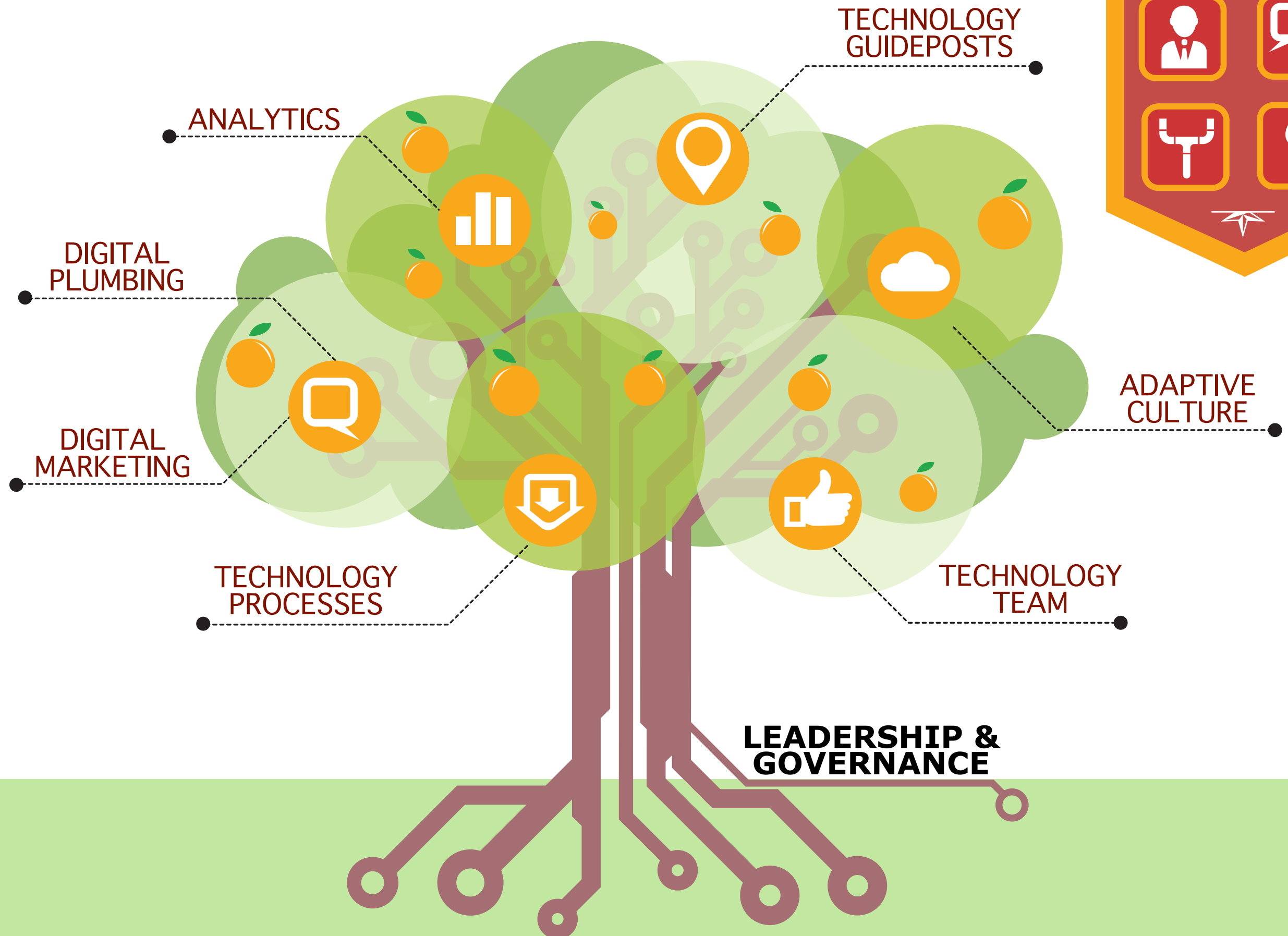
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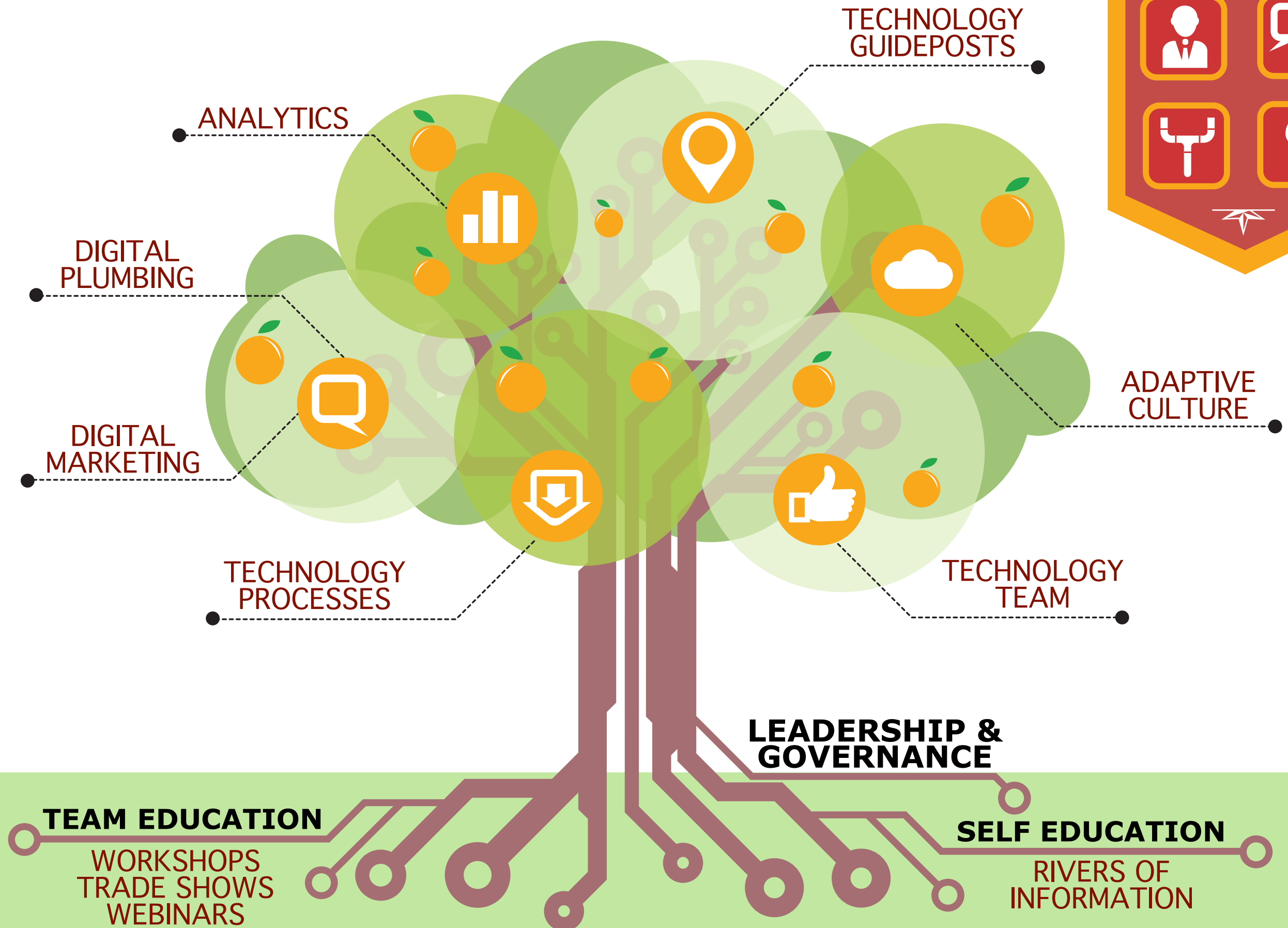
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Aspirational declarative statements that shape an organizations future use of technology

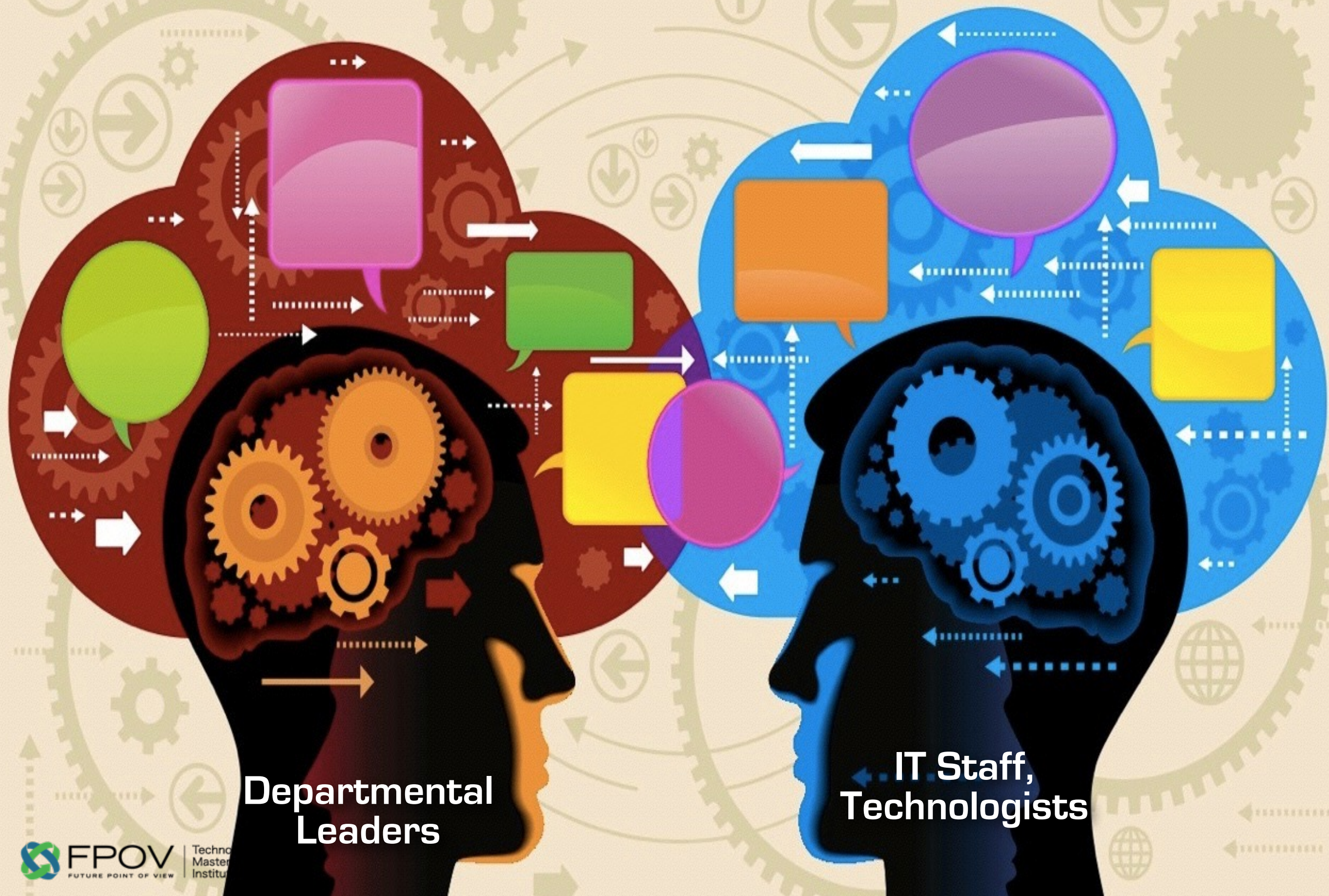


Aspirational declarative statements that shape an organizations future use of technology



- We will be excellent at flowing data across departments
- We will be the best at providing online self service tools
- Highest productivity per employee ratio - efficiency
- Best with mobile capabilities
- Best analytics among government agencies
- Best at using crowd dynamics to provide services

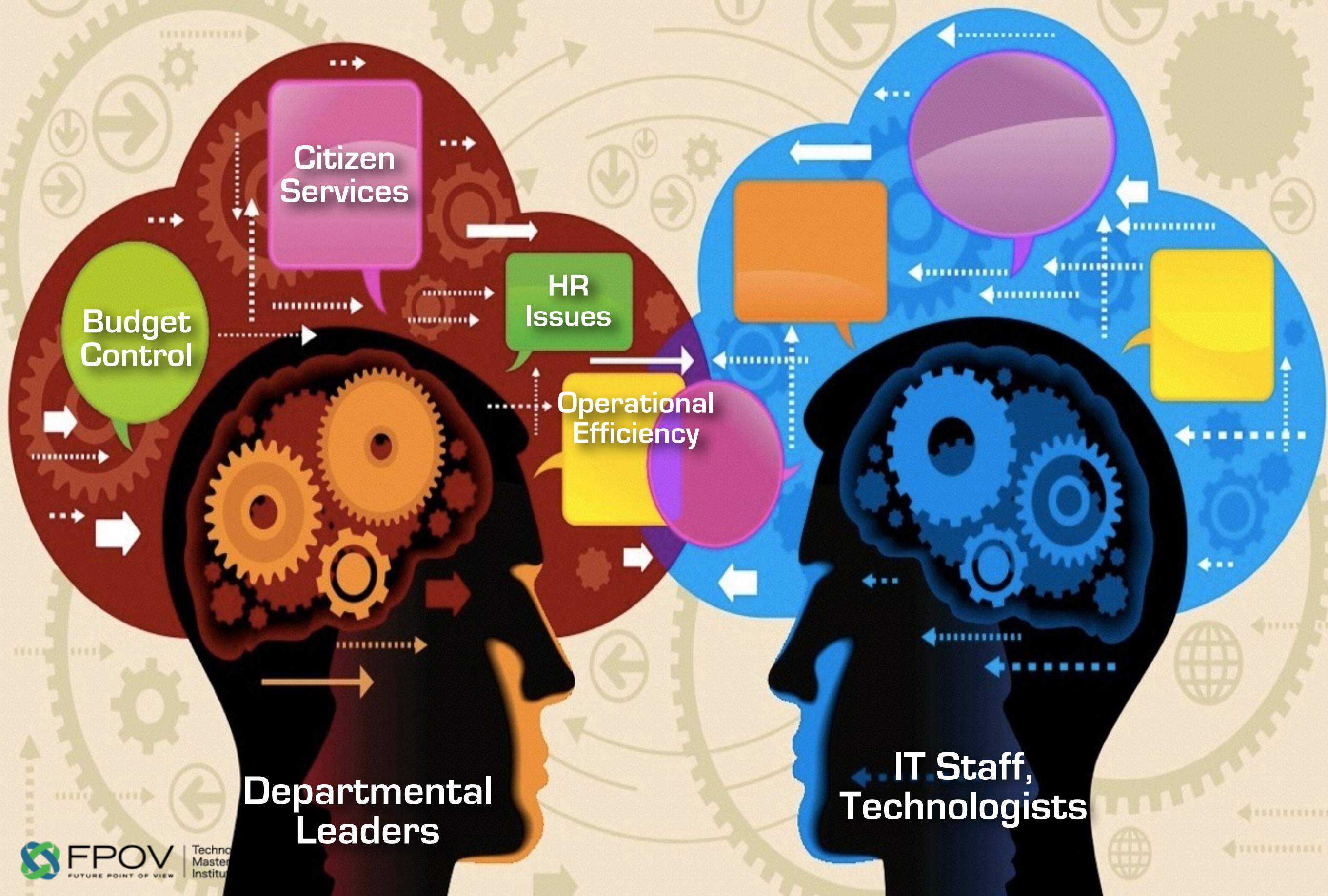
The Leadership Technology Gap



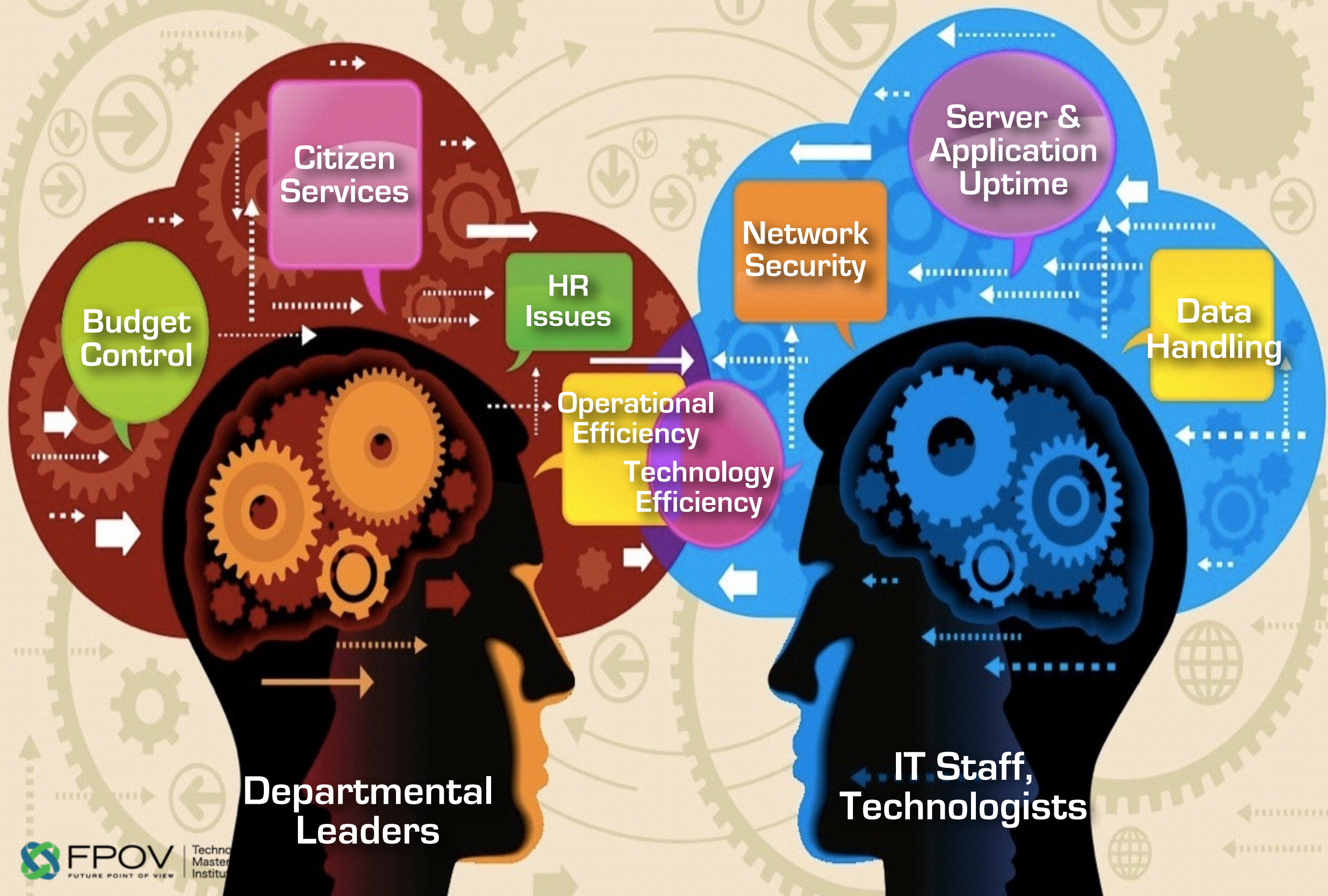
**Departmental
Leaders**

**IT Staff,
Technologists**

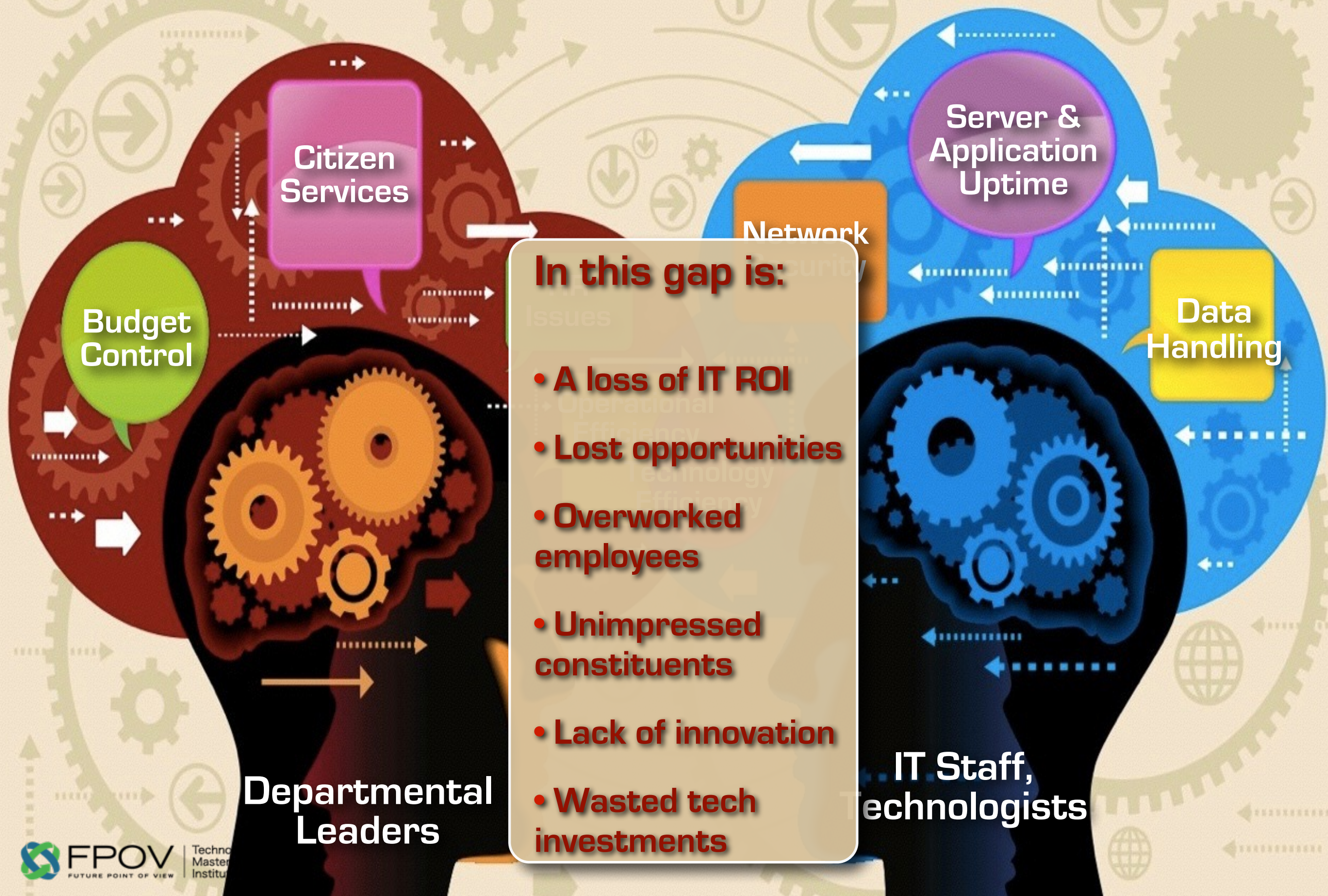
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The Leadership Technology Gap



A Broken Marriage - the Org & IT



A Broken Marriage - the Org & IT

A failure to communicate



A Broken Marriage - the Org & IT



A failure to communicate

Confusion on ownership

A Broken Marriage - the Org & IT

A failure to communicate

Confusion on ownership

Unsolved frustrations (hopelessness)

A Broken Marriage - the Org & IT

A failure to communicate

Confusion on ownership

Unsolved frustrations (hopelessness)

Misunderstanding of Motivations

The Healthy Marriage - the Org & IT



The Healthy Marriage - the Org & IT

**Improve communication through
education, empathy, & rhythm**

The Healthy Marriage - the Org & IT

Improve communication through education, empathy, & rhythm

Fully collaborate on software implementations and upgrades

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Appropriately sized governance - find the Chaordic point

The Healthy Marriage - the Org & IT

Improve communication through education, empathy, & rhythm

Fully collaborate on software implementations and upgrades

Appropriately sized governance - find the Chaordic point

Partner to turn data as a raw material into clever insights

The Old IT Organizational Model



The Old IT Organizational Model



The Old IT Organizational Model

The IT Department

Network
and
Infrastructure

Computer
Security

Software
Development

Help Desk

Database
and
Data Structure
Development

The Office
of IT

The Old IT Organizational Model

The IT Department

Network
and
Infrastructure

Computer
Security

Business
Analysts

Business
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The Office
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Business
Analysts

Business
Analysts

Project
Management
Office

The Old IT Organizational Model

Chief Information Officer

The IT Department

Network
and
Infrastructure

Computer
Security

Business
Analysts

Business
Analysts

Software
Development

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Analysts

Database
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Data Structure
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Business
Analysts

Project
Management
Office

Operational
Department
One

Operational
Department
Two

Operational
Department
Three

The Old IT Organizational Model

Chief Information Officer

The IT Department

Network
and
Infrastructure

Computer
Security

Business
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Business
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Software
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Help Desk

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Project
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The Office
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Business
Analysts

Operational
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Operational
Department
Two

Operational
Department
Three

The New IT Organizational Model

Chief Information Officer

Chief Digital Officer

The IT Department

Network
and
Infrastructure

Computer
Security

Core
Software Oversight

Help Desk

Database
and
Data Structure
Development

The Office
of IT

Digital
Marketing
Center of
Excellence

Mobility
Development
Center of
Excellence

Data
Intelligence
Center of
Excellence

Project Management Office

Business
Analysts

Business
Analysts

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Business
Analysts

Business
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Operational
Department
One

Operational
Department
Two

Operational
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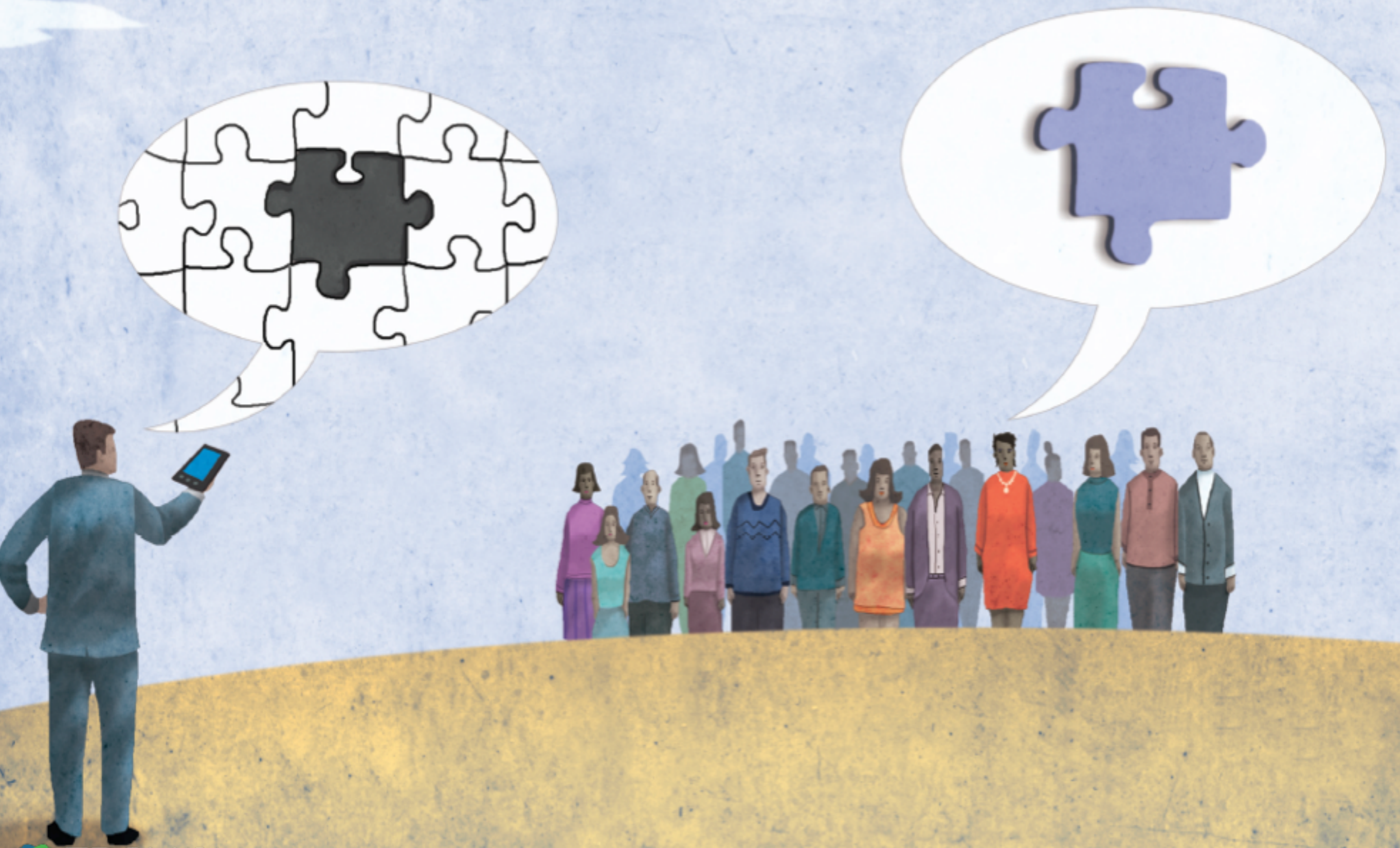
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Serving Constituents



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Automate processes relentlessly in order to lower operational costs



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Build powerful Information delivery systems to help citizens lives



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Innovate with mobile, self serve, cloud, virtual teams, digital relationships, & Humalogy

Acceptance of technology
starvation is tantamount
to leadership treason....



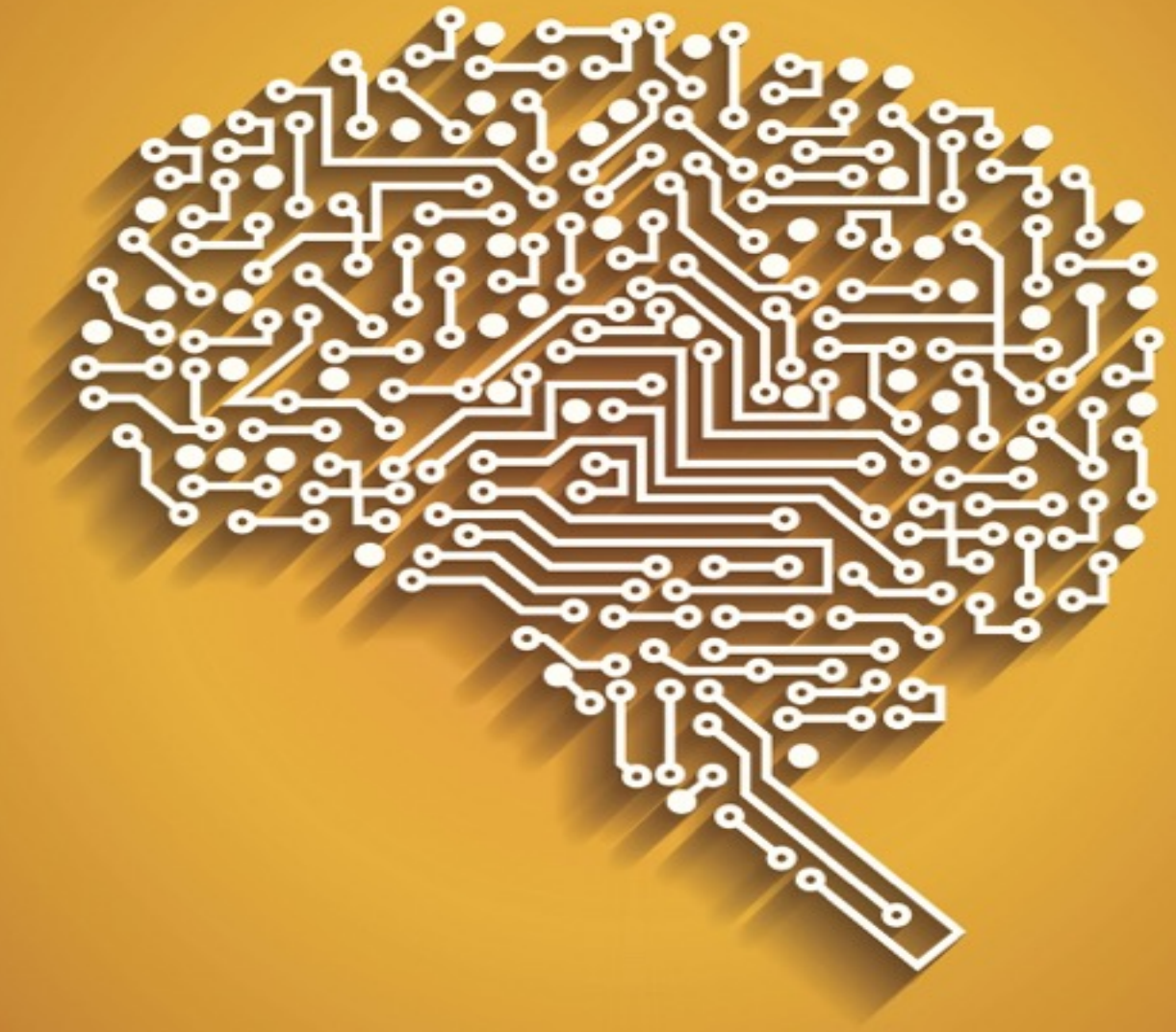
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What will be the digital
footprints you leave?

You have a chance to leave a legacy...

FPOV
**Digital
Maturity
Assessment**



www.fpov.com/DMA

A 25 question assessment that will score your organization's sophistication with strategic technology usage



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Our team at FPOV has developed an assessment that will give you insight into the digital maturity of your organization. **What is digital maturity you might ask?** We define it as the ability for your organization to utilize technology to decrease overhead and increase revenue, becoming more profitable.

Please be prepared to spend 15-30 minutes answering the questions, since we know that assessments can be a real bore, we tried to make it fun and intriguing. However don't be fooled fun doesn't mean that you won't gain valuable insight.

[TAKE ME TO THE ASSESSMENT >>](#)

Future Point Of View

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